

SERIAL 08081 RFP VOICE MAIL/MESSAGING SERVICE

DATE OF LAST REVISION: July 22, 2009

CONTRACT END DATE: July 31, 2014

CONTRACT PERIOD THROUGH JULY 31, 2014

TO: All Departments

FROM: Department of Materials Management

SUBJECT: Contract for **VOICE MAIL/MESSAGING SERVICE**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **July 22, 2009**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

Wes Baysinger, Director
Materials Management

BW/mm
Attach

Copy to: Materials Management
Chris Baldwin, OET



CONTRACT PURSUANT TO RFP

SERIAL 08081-RFP

This Contract is entered into this 22nd day of July, 2009 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and Black Box Network Services, an Arizona corporation ("Contractor") for the purchase of Voice Mail/Messaging services.

1.0 CONTRACT TERM:

- 1.0 This Contract is for a term of five (5) years, beginning on the 22nd day of July, 2009 and ending the 31st day of July, 2014.
- 1.1 The County may, at its option and with the agreement of the Contractor, renew the term of this Contract for additional terms up to a maximum of five (5) years, (or at the County's sole discretion, extend the contract on a month-to-month bases for a maximum of six (6) months after expiration). The County shall notify the Contractor in writing of its intent to extend the Contract term at least thirty (30) calendar days prior to the expiration of the original contract term, or any additional term thereafter.

2.0 FEE ADJUSTMENTS:

Any request for a fee adjustment must be submitted ninety (90) days prior to the current Contract expiration date. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted fee, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the Consumer Price Index (CPI) or by performing a market survey.

3.0 PAYMENTS:

- 3.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum(s) stated in Exhibit "A." Final payment shall be made thirty (30) days after 'Go-Live' date as defined in section 6.3.
- 3.2 Payment shall be made upon the County's receipt of a properly completed invoice.
- 3.3 INVOICES:
 - 3.3.1 The Contractor shall submit two (2) legible copies of their detailed invoice before payment(s) can be made. At a minimum, the invoice must provide the following information:
 - Company name, address and contact
 - County bill-to name and contact information
 - Contract serial number
 - County purchase order number
 - Invoice number and date
 - Payment terms

- Date of service or delivery
- Quantity
- Contract Item number(s)
- Description of service provided
- Pricing per unit of service
- Extended price
- Total Amount Due

3.3.2 Problems regarding billing or invoicing shall be directed to the County as listed on the Purchase Order.

3.3.3 Payment shall be made to the Contractor by Accounts Payable through the Maricopa County Vendor Express Payment Program. This is an Electronic Funds Transfer (EFT) process. After Award the Contractor shall fill out an EFT Enrollment form (to be provided by the Procurement Officer) or as located on the County Department of Finance Website as a fillable PDF document (www.maricopa.gov/finance/).

3.3.4 EFT payments to the routing and account numbers designated by the Contractor will include the details on the specific invoices that the payment covers. The Contractor is required to discuss remittance delivery capabilities with their designated financial institution for access to those details.

3.4 TAX (SERVICES):

No tax shall be levied against labor. It is the responsibility of the Contractor to determine any and all taxes and include the same in proposal price.

3.5 TAX (COMMODITIES):

Tax shall not be levied against labor. Sales/use tax will be determined by County.

4.0 AVAILABILITY OF FUNDS:

4.1 The provisions of this Contract relating to payment for services shall become effective when funds assigned for the purpose of compensating the Contractor as herein provided are actually available to County for disbursement. The County shall be the sole judge and authority in determining the availability of funds under this Contract. County shall keep the Contractor fully informed as to the availability of funds.

4.2 If any action is taken by any state agency, Federal department or any other agency or instrumentality to suspend, decrease, or terminate its fiscal obligations under, or in connection with, this Contract, County may amend, suspend, decrease, or terminate its obligations under, or in connection with, this Contract. In the event of termination, County shall be liable for payment only for services rendered prior to the effective date of the termination, provided that such services are performed in accordance with the provisions of this Contract. County shall give written notice of the effective date of any suspension, amendment, or termination under this Section, at least ten (10) days in advance.

5.0 DUTIES:

5.1 The Contractor shall perform all duties stated in the Exhibits "B-G" or as otherwise directed in writing by the Procurement Officer.

5.2 During the Contract term, County shall provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations.

6.0 TERMS and CONDITIONS:

6.1 INDEMNIFICATION:

- 6.1.1 To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the negligent acts, errors, omissions, mistakes or malfeasance relating to the performance of this Contract. Contractor's duty to defend, indemnify and hold harmless County, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is caused by any negligent acts, errors, omissions or mistakes in the performance of this Contract by the Contractor, as well as any person or entity for whose acts, errors, omissions, mistakes or malfeasance Contractor may be legally liable.
- 6.1.2 The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.
- 6.1.3 The scope of this indemnification does not extend to the sole negligence of County.

6.2 INSURANCE REQUIREMENTS:

- 6.2.1 Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.
- 6.2.2 All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.
- 6.2.3 Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.
- 6.2.4 Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.
- 6.2.5 The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contractor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.
- 6.2.6 County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance certificates. County shall not be obligated to review policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of County's right to insist on strict fulfillment of Contractor's obligations under this Contract.

6.2.7 The insurance policies required by this Contract, except Workers' Compensation, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

6.2.8 The policies required hereunder, except Workers' Compensation, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

6.2.9 Commercial General Liability.

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$1,000,000 for each occurrence, \$2,000,000 Products/Completed Operations Aggregate, and \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

6.2.10 Automobile Liability.

Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services under this Contract.

6.2.11 Workers' Compensation.

6.2.11.1 Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

6.2.11.2 Contractor waives all rights against County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Contract.

6.2.12 Certificates of Insurance.

6.2.12.1 Prior to commencing work or services under this Contract, Contractor shall have insurance in effect as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall be made available to the County upon 48 hours notice. **BY SIGNING THE AGREEMENT PAGE THE CONTRACTOR AGREES TO THIS REQUIREMENT AND UNDERSTANDS THAT FAILURE TO MEET THIS REQUIREMENT WILL RESULT IN CANCELLATION OF THIS CONTRACT.**

In the event any insurance policy (ies) required by this Contract is (are) written on a "claims made" basis, coverage shall extend for two (2) years past completion and acceptance of Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date.

6.2.13 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

6.3 ACCEPTANCE:

For Customer's Initial purchase of each Equipment and Software product. Licensor shall provide an acceptance test period (the "Test Period") that commences upon Installation. Installation shall be defined as: a.) the Equipment, if any, is mounted; b.) the Software is installed on the data base server(s) and/or personal computer(s); and c.) implementation team training, if any, is complete. During the Test Period, Customer shall determine whether the Equipment and Software meet the Licensor published electronic documentation, ("Specifications"). The Test Period shall be for 90 days. If Customer has not given Licensor a written deficiency statement specifying how the Equipment or Software fails to meet the Specification ("Deficiency Statement") within the Test Period, the Equipment and Software shall be deemed accepted. If Customer provides a Deficiency Statement within the Test Period, Licensor shall have 30 days to correct the deficiency, and the Customer shall have an additional 60 days to evaluate the Equipment and Software. If the Equipment or Software does not meet the Specifications at the end of the second 30 day period, either Customer or Licensor may terminate this Contract. Upon any such termination, Customer shall return all Equipment and Software to Licensor, and Licensor shall refund any monies paid by Customer to Licensor therefore. Neither party shall then have any further liability to the other for the products that were the subject of the Acceptance Test.

6.4 WARRANTY OF SERVICES:

6.4.1 The Contractor warrants that all services provided hereunder will conform to the requirements of the Contract, including all descriptions, specifications and attachments made a part of this Contract. County's acceptance of services or goods provided by the Contractor shall not relieve the Contractor from its obligations under this warranty.

6.4.2 In addition to its other remedies, County may, at the Contractor's expense, require prompt correction of any services failing to meet the Contractor's warranty herein. Services corrected by the Contractor shall be subject to all the provisions of this Contract in the manner and to the same extent as services originally furnished hereunder.

6.4.3 The Contractor shall warranty the product and services for period of one year (1) from the date of acceptance by the County.

6.4.4 The Contractor shall perform all the warranty services as provided hereunder including the Warranty Service Plan.

6.4.5 The Contractor shall provide new parts or like-new parts necessary to repair the Products. All replaced defective parts will become our property of Contractor. Tools, test equipment and maintenance materials necessary for performance of Warranty Services will be provided by Contractor.

6.5 PROCUREMENT CARD ORDERING CAPABILITY:

The County may determine to use a MasterCard Procurement Card, to place and make payment for orders under the Contract.

6.6 INTERNET ORDERING CAPABILITY:

The County may determine to use the Internet to communicate and to place orders under this Contract.

6.7 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County
Department of Materials Management
Attn: Director of Purchasing
320 West Lincoln Street
Phoenix, Arizona 85003-2494

For Contractor:

Black Box Network Services
Attn: Branch Manager-Southwest
432 North 44th Street, Suite 200
Phoenix, AZ 85008

6.8 TERMINATION FOR CONVENIENCE:

The County reserves the right to terminate the Contract in whole or in part at any time, when in the best interests of the County without penalty or recourse. Upon receipt of the written notice, the Contractor shall immediately stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the County. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination.

6.9 TERMINATION FOR DEFAULT:

6.9.1 In addition to the rights reserved in the Contract, the County may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Contract. The Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor.

6.9.2 Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County on demand.

6.9.3 The County may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the County for any excess costs incurred by the County in procuring materials or services in substitution for those due from the Contractor.

6.9.4 The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

6.10 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:

Notice is given that pursuant to A.R.S. §38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S §38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

6.11 OFFSET FOR DAMAGES:

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

6.12 ADDITIONS/DELETIONS OF SERVICE:

The County reserves the right to add and/or delete products and/or services provided under this Contract through the change order process. Requests for changes by either party will be submitted to the other party in writing for consideration of feasibility and the likely effect on the cost and schedule for performance of the Services. The parties will mutually agree upon any proposed changes, including resulting equitable adjustments to costs and schedules for the performance of the Services. The agreed changes will be documented in one or more Change Orders. If action or inaction by Customer or its suppliers' failure to perform their responsibilities in a timely manner, prevents Contractor from or delays Contractor in performing the Services, Contractor will be entitled to seek an equitable adjustment in the schedule for performance and the compensation otherwise payable to it under the Contract. In such event, the parties will mutually agree upon a Change Order documenting the adjustments. Contractor is not authorized to proceed with a change without a fully-executed Change Order.

6.13 RELATIONSHIPS:

In the performance of the services described herein, the Contractor shall act solely as an independent contractor, and nothing herein or implied herein shall at any time be construed as to create the relationship of employer and employee, partnership, principal and agent, or joint venture between the County and the Contractor.

6.14 SUBCONTRACTING:

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Contract Serial Number and identify the job project.

6.15 AMENDMENTS:

All amendments to this Contract shall be in writing and approved/signed by both parties. Maricopa County Materials Management shall be responsible for approving all amendments for Maricopa County.

6.16 RETENTION OF RECORDS:

6.16.1 The Contractor agrees to retain all financial books, records, and other documents relevant to this Contract for five (5) years after final payment or until after the resolution of any audit questions which could be more than five (5) years, whichever is longer. The County, Federal or State auditors and any other persons duly authorized by the

Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

- 6.16.2 If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

6.17 **AUDIT DISALLOWANCES:**

If at any time, County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

6.18 **ALTERNATIVE DISPUTE RESOLUTION:**

- 6.18.1 After the exhaustion of the administrative remedies provided in the Maricopa County Procurement Code, any contract dispute in this matter is subject to compulsory arbitration. Provided the parties participate in the arbitration in good faith, such arbitration is not binding and the parties are entitled to pursue the matter in state or federal court sitting in Maricopa County for a de novo determination on the law and facts. If the parties cannot agree on an arbitrator, each party will designate an arbitrator and those two arbitrators will agree on a third arbitrator. The three arbitrators will then serve as a panel to consider the arbitration. The parties will be equally responsible for the compensation for the arbitrator(s). The hearing, evidence, and procedure will be in accordance with Rule 74 of the Arizona Rules of Civil Procedure. Within ten (10) days of the completion of the hearing the arbitrator(s) shall:

6.18.1.1 Render a decision;

6.18.1.2 Notify the parties that the exhibits are available for retrieval; and

6.18.1.3 Notify the parties of the decision in writing (a letter to the parties or their counsel shall suffice).

- 6.18.2 Within ten (10) days of the notice of decision, either party may submit to the arbitrator(s) a proposed form of award or other final disposition, including any form of award for attorneys' fees and costs. Within five (5) days of receipt of the foregoing, the opposing party may file objections. Within ten (10) days of receipt of any objections, the arbitrator(s) shall pass upon the objections and prepare a signed award or other final disposition and mail copies to all parties or their counsel.

- 6.18.3 Any party which has appeared and participated in good faith in the arbitration proceedings may appeal from the award or other final disposition by filing an action in the state or federal court sitting in Maricopa County within twenty (20) days after date of the award or other final disposition. Unless such action is dismissed for failure to prosecute, such action will make the award or other final disposition of the arbitrator(s) a nullity.

6.19 **SEVERABILITY:**

The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of this Contract.

6.20 RIGHTS IN DATA:

The County shall own have the use of all data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

6.21 INTEGRATION:

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.

6.22 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §41-4401 AND FEDERAL IMMIGRATION LAWS AND REGULATIONS:

6.22.1 By entering into the Contract, the Contractor warrants compliance with the Immigration and Nationality Act (INA using e-verify) and all other federal immigration laws and regulations related to the immigration status of its employees. The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract. The Contractor and its subcontractors shall also maintain Employment Eligibility Verification forms (I-9) as required by the Immigration Reform and Control Act of 1986, as amended from time to time, for all employees performing work under the Contract and verify employee compliance using the E-verify system. I-9 forms are available for download at USCIS.GOV.

6.22.2 The County may request verification of compliance for any contractor or subcontractor performing work under the Contract. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or department of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

6.23 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §§35-391.06 AND 35-393.06 BUSINESS RELATIONS WITH SUDAN AND IRAN:

6.23.1 By entering into the Contract, the Contractor certifies it does not have scrutinized business operations in Sudan or Iran. The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract.

6.23.2 The County may request verification of compliance for any contractor or subcontractor performing work under the Contract. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or department of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

6.24 CONTRACTOR LICENSE REQUIREMENT:

6.24.1 The Respondent shall procure all permits, licenses and pay the charges and fees necessary and incidental to the lawful conduct of his business. The Respondent shall keep fully informed of existing and future Federal, State and Local laws, ordinances, and regulations which in any manner affect the fulfillment of a Contract and shall comply with the same.

6.24.2 Respondents furnishing finished products, materials or articles of merchandise that will require installation or attachment as part of the Contract, shall possess any licenses required. A Respondent is not relieved of its obligation to possess the required licenses by

subcontracting of the labor portion of the Contract. Respondents are advised to contact the Arizona Registrar of Contractors, Chief of Licensing, at (602) 542-1502 to ascertain licensing requirements for a particular contract. Respondents shall identify which license(s), if any, the Registrar of Contractors requires for performance of the Contract.

6.25 CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

6.25.1 The undersigned (authorized official signing for the Contractor) certifies to the best of his or her knowledge and belief, that the Contractor, defined as the primary participant in accordance with 45 CFR Part 76, and its principals:

6.25.1.1 are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;

6.25.1.2 have not within 3-year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

6.25.1.3 are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and

6.25.1.4 have not within a 3-year period preceding this Contract had one or more public transaction (Federal, State or local) terminated for cause of default.

6.25.2 Should the Contractor not be able to provide this certification, an explanation as to why should be attached to the Contract.

6.25.3 The Contractor agrees to include, without modification, this clause in all lower tier covered transactions (i.e. transactions with subcontractors) and in all solicitations for lower tier covered transactions related to this Contract.

6.26 PRICES:

Contractor warrants that prices extended to County under this Contract are no higher than those paid by any other customer for these or similar services.

6.27 GOVERNING LAW:

This Contract shall be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving this Contract will be in Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona

6.28 ORDER OF PRECEDENCE:

In the event of a conflict in the provisions of this Contract and Contractor's license agreement, if applicable, the terms of this Contract shall prevail.

6.29 INCORPORATION OF DOCUMENTS:

The following are to be attached to and made part of this Contract:

6.29.1 Exhibit A, Pricing;

- 6.29.2 Exhibit B, Scope of Work;
- 6.29.3 Exhibit C, Sample Project Plan Timeline;
- 6.29.4 Exhibit D, Service Level Agreement;
- 6.29.5 Exhibit E, Matrix C & D;
- 6.29.6 Exhibit F, Proposed Final System Design;
- 6.29.7 Exhibit G, Materials Management Contractor Travel and Per Diem Policy.

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

CONTRACTOR

AUTHORIZED SIGNATURE

PRINTED NAME AND TITLE

ADDRESS

DATE

MARICOPA COUNTY

CHAIRMAN, BOARD OF SUPERVISORS

DATE

ATTESTED:

CLERK OF THE BOARD

DATE

APPROVED AS TO FORM:

DEPUTY MARICOPA COUNTY ATTORNEY

DATE

EXHIBIT A

Fee Schedule

Modify sheet as necessary to accommodate your needs.

Quantity	Item Description VOICE MAIL AND UNIFIED MESSAGING SYSTEM (CORE SYSTEM)	Per Unit Cost	Extended Total
Equipment			
Voice Mail and Auto Attendant (Core Product System)			
1	CallXpress Advanced Messaging - 200 Ports/50 Seats (Includes Software & Mailbox licenses) Release Version 8.0	\$ 153,285.00	\$ 153,285.00
1	Neverfail License	\$ 50,275.00	\$ 50,275.00
1	CallXpress Unified Messaging for Microsoft Exchange (Note 1 Below)	\$ -	\$ -
1	CallXpress Unified Messaging for IMAP (Note 1 Below)	\$ -	\$ -
1	Auto Agent License (Note 1 Below)	\$ 2,000.00	No Charge
1	ScheduleXpress (Note 1 Below)	\$ 3,500.00	No Charge
1	Octel Aria TUI Emulation (Note 1 Below)	\$ 2,500.00	No Charge
5	1000 Unified Messaging Client licenses (Note 2 Below)	\$ 40,000.00	No Charge
3	Call Server License	\$ 2,000.00	No Charge
1	Centrex / SMDI (Note 1 Below)	\$ 1,060.00	No Charge
1	CallXpress UM Add'l Text-to-Speech Channel & Fax Integration. (No TTS or Fax Cards)	\$ 706.00	\$ 706.00
1	CallXpress UM Bundle 2 (Note 3 Below)	\$ 1,052.00	\$ 1,052.00
4	D/480JCT-2T1-U 48-Port Card (uPCI)	\$ 9,518.00	\$ 38,072.00
1	PCI CTBus 4 Drop Cable	\$ 90.00	\$ 90.00
1	D/240JCT-T1-U 24-Port Card (uPCI)	\$ 5,927.00	\$ 5,927.00
AVST – Server Hardware			
6	I-4000 Level 6 Rack with CallXpress Pre-Load (Raid 5)	\$ 10,949.00	\$ 65,694.00
6	I-4000 73GB 10K SCSI Drive	\$ 759.00	\$ 4,554.00
TOTAL COST OF CORE SYSTEM AS LISTED ABOVE			\$ 319,655.00

Quantity	Item Description VOICE MAIL AND UNIFIED MESSAGING SYSTEM (CORE SYSTEM)	Per Unit Cost	Extended Total
Professional Services for Implementation and Installation (provide detail) List separately minimum charges, travel charges, and minimum billing increment.			
	Implementation of Core System - 15,000 MB - 250 Auto Attendant Menus -5100 UM Licenses		\$ 44,236.00
	Installation of Core System and Neverfail		\$ 39,112.00
	Remote diagnostics - list fees and minimum billing increment.	\$ 115.00	
	Help Desk -Hourly rates - itemize standard and overtime hourly rate for post-warranty support.	\$ 115.00	
	For the Remote Diagnostics and Help Desk the following assumes no maintenance contract is in place. This would be for Time and Material billing. Billable with 1 Hour Minimum and afterwards priced in 15 minute increments.		
	Standard time is 8-5, M-F Standard T&M Hourly Rate	\$ 115.00	
	Overtime T&M Hourly Rate	\$ 292.50	
	Doubletime T&M Hourly Rate	\$ 390.00	
Training in administration and technical support of the system (use the most effective training option and provide detail)			
	7,000 CallXpress Release 8 Quick Reference Sheet		\$ 1,100.00
	Train-the-Trainer Classes (10 Classes with up to 10 Attendees Each)		\$ 11,550.00
	Administration Training for 15 People as follows:		\$ 17,056.00
	- AVST System Administration Web Training Classes		
	- AVST ScheduleXpress Web Training Classes		
	- AVST System Administration Onsite Overview Class		
TOTAL COST OF TURN KEY SOLUTION AS LISTED ABOVE (EXCEPT FOR MAINTENANCE LISTED BELOW)			\$ 432,709.00
Annual Software Maintenance/Support License			
1 year	Core product system including Neverfail, 1 st year	Included in core product cost	
1 year	User licenses, 1 st year	Included in core product cost	
	AVST and Never Fail Xpresscare 4 year extended software support (purchased at POS)	\$ 190,823.00	\$ 270,823.00
	AVST and Never Fail 4 year extended Hardware Warranty support (purchased at POS)	\$ 80,000.00	
The above Maintenance Pricing is discounted due to the requirement that these multi-year options must be purchased at time of sale only. An option to extend Hardware Warranty (HWW) is available at Point of Sale (POS) or renewable up to two (2) years after POS. HSS can be extended for a total of four (4) years beyond initial warranty year for a total of 5 year coverage. Renewals must be purchased within 24 months of hardware ship date from manufacturer.			

NOTE 1: This item when purchased applies to the system and would not be required to be purchased again. This is all included with base system purchase.			
NOTE 2: This item reflects the purchase of (5) 1,000 UM License Bundle. 50 UM Licenses are included in the base system and another 50 UM Licenses are included in the CallXpress UM Bundle 2.			
NOTE 3: CallXpress UM Bundle 2 includes: 50 UM Licenses - Initial Text-to-Speech (TTS) Channel for TUI access to email - 3rd Party Faxmail Connector.			
RIGHTFAX OPTION			
RightFAX			
1	RightFax Telephony Gateway with FaxText and FaxMail	\$ 1,481.00	\$ 1,481.00
1	RightFax Gateway for MS Exchange (Unlimited Users)	\$ 2,005.00	\$ 2,005.00
11	RightFax 9.4 Additional Fax Channel - for Business or Enterp	\$ 946.00	\$ 10,406.00
1	RightFax 9.4 Business Server Software - Includes 1 Channel	\$ 2,110.00	\$ 2,110.00
1	RightFax PDF Module	\$ 1,895.00	\$ 1,895.00
1	Fax Extended Hardware Warranty - 1 Year Extension (Total 1yr)	\$ 2,625.00	\$ 2,625.00
1	RightFax Premium Support - 1 year (18% of the system MSLP)	\$ 5,000.00	\$ 5,000.00
1	TR1034 T1-1N - 16 Channel T1/PRI V.34 PCIE	\$ 12,570.00	\$ 12,570.00
RightFAX – Server Hardware			
1	C-2400 Server RM 2U Windows Telecom Embedded 1GB RAM	\$ 4,442.00	\$ 4,442.00
Professional Services for Implementation and Installation			
	Implementation of RightFax		\$ 18,100.00
TOTAL COST TO IMPLEMENT RIGHT FAX OPTION ABOVE (EXCEPT FOR MAINTENANCE BEYOND WARRANTY)			\$ 60,634.00
AUTOMATIC SPEECH RECOGNITION LICENSES			
1	Automatic Speech Recognition License - Per Port	\$ 1,025.00	\$ 1,025.00
200	Automatic Speech Recognition License - All Ports Speech Activated	\$ 1,025.00	\$ 205,000.00
1	I-4000 Level 6 Rack with CallXpress Pre-Load	\$ 10,949.00	\$ 10,949.00
TOTAL COST TO IMPLEMENT AUTOMATIC SPEECH RECOGNITION OPTION ABOVE (EXCEPT FOR MAINTENANCE BEYOND WARRANTY)			
NOTE: Pricing stated above is at time of contract only. Implementation of Automatic Speech Recognition Licenses will require additional labor, hardware, server and ports. This will be provided should Maricopa County wish to pursue the ASR add-on.			

EXHIBIT A-cont'd

IPE EXPANSION WITH T-1 PRICING

Fee Schedule

Modify sheet as necessary to accommodate your needs.

Prohibit sheet as necessary to accommodate your needs.

Quantity	Item Description		Per Unit Cost	Extended Total
IPE Expansion				
Equipment				
IPE Expansion Material				
0	33472	MSL SYSTEM LINE ENABLER (NON-LCME)	0	\$ -
9	NT5D11AE	24 Port Line-Side T1 Card Option 51C-81C	\$ 2,991.33	\$ 26,922.00
9	NT5D13AA	Cable 2 FT Line Side T1 maintenance interface	\$ 170.00	\$ 1,530.00
2	NT6D40BAE5	Supply DC, IPE Power, PEPS-DC	\$ 2,329.50	\$ 4,659.00
2	NT6D42CDE5	Card, Ring Generator DC, IPE/PE 16VA RG	\$ 900.50	\$ 1,801.00
9	NT7R83CA	CA ASSY, LINE SIDE T1 (LTI),	\$ 103.44	\$ 931.00
2	NT8D49AAE6	Kit, Multi-column Expansion	\$ 316.00	\$ 632.00
2	NTNX36DR	MCTM/IPE DS30A CBL	\$ 158.00	\$ 316.00
0	NTWB15AB	Meridian 1 Top Cap & Pedestal DC Package	\$ -	\$ -
2	NTZB99AA	MKT PKG, ENHANCED CONTROLLER CP (EXPEC)	\$ 2,268.00	\$ 4,536.00
1	00005333	CABLES & MISCELLANEOUS	\$ 3,355.00	\$ 3,355.00
				\$ 682.00
Professional Services				
IPE Expansion Professional Services				
2.33	N0170095	CS2100 Commissioning	\$ 149.36	\$ 348.00
20	N0182084	CS2100 Installation	\$ 120.50	\$ 2,410.00
12.85	N0182398	Plus Project Management (Sr Project Manager)	\$ 281.40	\$ 3,616.00
19	N0182407	Site Engineering	\$ 166.58	\$ 3,165.00
24	N0182409	Standard Engineering	\$ 253.38	\$ 6,081.00
				\$ 15,620.00
Total Investment				

Total Investment \$ 60,302.00

EXHIBIT B

1.0 **SCOPE OF WORK:**

Black Box shall provide a turnkey solution for voice mail and unified messaging to replace the aging 200 port VMX voice mail system for 15,000 Maricopa County mail boxes.

Black Box shall provide all professional staff to implement the proposed solution.

The proposed solution will include everything needed to implement the solution as specified in the RFP. The supplier's compliance responses to the RFP must be supported by including with the price, all of the necessary equipment and software to enable the system functions as specified. Maricopa County shall provide guidance or any additional equipment for connectivity to its existing LAN and WAN network. Black Box shall provide any equipment necessary to support the installation and connectivity of the Voice Mail and Unified Messaging Systems.

1.1 **Configuration Design:** Black Box shall develop a detailed system configuration plan to effectively deliver the specific user functional needs and deliver a system that includes all facets of a functional Voice Mail Unified Messaging system. This design must include all software and hardware functionality and specifications as outlined in the requirements for a reliable 24/7 operation to support 15,000 users. As part of the configuration design activity, Black Box shall prepare all necessary deployment details and project plans as described.

1.2 **Voice Mail and Unified Messaging System Requirements:** Exhibit E details the requirements for the Voice Mail and Unified Messaging system. The Office of Enterprise Technology (OET) staff that will participate in the configuration design activities for the Voice Mail and Unified Messaging system developed the referenced system requirements. It is intended that the stated requirements in Exhibit E illustrate the scope of the system functions that OET wants implemented. Black Box must recognize that the configuration requirements may not be complete and requirements may be added, enhanced or reduced during system configuration design and programming activities.

At a minimum the proposed solution must be able to handle the following configuration:

- 200 ports
- Approximately 250 auto attendant script/mail boxes
- 15,000 mail boxes
- 14,000 end-user mail boxes
- Approximately 90% of the users have 3 minutes of voice message storage
- Approximately 10% of the users have 10 minutes of voice message storage
- 169,800 weekly calls

1.3 **Connectivity to the SL-100:** Currently the SL100 PBX connectivity consists of a RS-232 SMDI connection to analog ports on the SL-100. The Black Box proposal is a turnkey solution which includes replacing the existing analog connection with new digital connection between the SL100 and the proposed system. Pricing for the additional turnkey components are included in Exhibit A. The system implemented must be equipped to support IP connections which the County intends to use in the future.

1.4 **Auto Attendant**

Currently there are approximately 250 auto attendant applications on the current voice mail system. The largest being 7 wide and 60 deep.

Approximately 300 hours per year of professional services (tier 2) is used to program and maintain these applications.

1.5 **System Installation:** Black Box shall work with the County staff to determine all implementation and system configuration needs, and develop a detailed plan agreed by both parties for execution of a timely and complete installation of the Voice Mail and Unified Messaging system. The system must meet all stated County functional and operational requirements prior to final acceptance by the County. At a minimum, Black Box must provide the following plans:

- Provide an installation schedule with accurate start and completion dates.
- Provide a list of installation needs and pre-requisites.
- Identify and communicate facility needs during installation to OET five (5) business days in advance to ensure that proper action is taken.
- Install the most recent and available versions of all software and/or hardware.
- Install test, staging and production environments.
- Ensure that all work sites are clean, safe and secured.

1.6 **Planning:** Black Box shall provide professional services to work with the county staff in the planning and deployment phases of the Voice Mail and Unified Messaging System.

The County expects Black Box to implement the Voice Mail and Unified Messaging system and perform all system configurations. During this time, County staff will work with Black Box to install and configure the system as needed by each department. This period will be utilized for on-the-job training for system administration, configuration tuning of the system after which County staff will take over the day-to-day operations and management of the system.

1.7 **Deployment Stages:** The County anticipates the deployment of the voice mail system to be the first priority. Once the new voice mail has been successfully transitioned, the County will begin the deployment of the Unified Communications system to some of the selected departments. Initially not all departments will have the unified messaging functionality deployed.

1.8 **Information for Unified Messaging Options**

Currently 280 licensed users for the fax server.
Email-MS Exchange 2007 with 15,000 e-mail users

1.9 **Current IT Environment for e-mail Communications-** the County uses Microsoft Exchange for e-mail and other productivity communications tools. Maricopa County currently has 15,000 email users on Exchange 2007.

1.10 **Office of Enterprise Technology:** The County's Office of Enterprise Technology (OET) is responsible for providing countywide technology and telecommunications management and services. OET enables other County departments to use information technology to enhance their service delivery. OET procures, manages, and maintains the County's radio, telephone, cable, and computer network systems.

OET will be responsible for providing and installing any necessary additional general network equipment and/or software. The responsibility for installation of any necessary equipment and/or software on the workstations and/or servers within the OET network(s) or the County's enterprise network shall be determined during the design activities. Normally, installations on these networks are the responsibility of County staff. The County staff will work closely with Black Box on any general work necessary during this implementation.

1.11 **Potential Future Functions:** The County may, at its discretion, augment the proposed system's functionality by using other optional modules and capabilities of the proposed system to support other functions such as, but not limited to, integration of system with other messaging systems and other IP

based PBX systems, or expanding the concurrent user capability of the system. The proposed system shall be capable of full integration with all major industry suppliers of large telephone systems.

1.11.1 **Fax Integration:** The County may decide to integrate a unified messaging-fax solution. The proposed solution must be able integrate seamlessly.

1.11.2 **Text to Speech:** The County may decide to integrate unified messaging-text to speech solution. The proposed solution must be able integrate seamlessly with Exchange 2007.

1.11.3 **Speech Recognition:** The County may decide to integrate a unified messaging-speech recognition solution. The proposed solution must be able integrate seamlessly.

1.12 **System Information:** This system is a **new** Voice Mail and Unified Messaging system with the most current technologies available in the marketplace to service all current Voice Mail and Auto Attendant users and applications capable of interfacing to all major industry suppliers of PBX and IP telephony systems.

2.0 **TRAINING:**

Black Box shall provide technical training for County staff to perform all required system administration functions to support users and day to day system operations. County system administrators must be able to add and remove voice mail users from the system and manage all system class of service associated with each user. County staff must be trained to also have responsibilities of monitoring system performance and make the necessary adjustments related to all system processes, including the review of system performance statistics, problem identification, support contact management, and problem resolution.

Prior to training, testing, system installation and implementation, Black Box shall provide complete documentation on all aspects of the system specifications, support and administration.

Black Box shall provide administration and operational training in a timely manner with respect to the project schedule prior to beginning of system operations. The County expects to train at least fifteen (15) individuals from Maricopa/OET on the proposed Voice Mail and Unified Messaging system.

Black Box shall provide training material and conduct 10 train the trainer classes in a timely manner with respect to the project implementation schedule and beginning of system operations. The County staff expects to train approximately 100 additional individuals from Maricopa on the proposed Voice Mail and Unified Messaging system. Black Box understands that these sessions may be videotaped and recorded for Maricopa's internal use. These video tapes and recordings become the property of Maricopa County and the individuals and/or Black Box have no rights to them and will not be compensated for the use of them. Maricopa County will absorb all expenses related to the recording, editing and producing.

3.0 **MAINTENANCE, SERVICE AND SUPPORT:**

Black Box shall provide maintenance and support for the period specified in the pricing schedule. This support plan will cover the replacement of defected, components, software patches and the necessary labor to troubleshoot and perform all repairs as needed. Expected service level response to service calls is specified in the Exhibit D. Black Box shall, at a minimum, provide the following:

- Within one (1) hour for any major disruption in the downtown core area
- Within four (4) hours for any major disruption outside the downtown core area
- Within twenty-four hours for any minor outage or out of service, or for disruptions defined by the County as other than major.

- Provide help desk support of the proposed solution twenty-four (24) hours a day, seven (7) days a week.
- Provide 1st and 2nd level support for the life of the system.
- Provide software/hardware maintenance support for the proposed solution during the warranty period.
- Provide maintenance, service and support for the proposed system after warranty expiration.
- Provide upgrades to newer versions of the system.
- Provide written notification of major product release ninety (90) days prior to release.
- Provide updates through an annual maintenance agreement.
- Provide notification of system vulnerabilities via e-mail.
- Maricopa uses Trend Micro for virus protection. Black Box will assist the County with updates and compliance issues with AVST.

Black Box shall provide a manufacturer letter of guarantee for maintenance and support for the County's Voice Mail system guaranteeing that the manufacturer will provide the same level of support required by the County in the event Black Box is unable to do so. This letter shall be provided ten (10) days after contract award.

In addition to the above requirements, Black Box shall provide Maricopa County three additional support plans for customer service. These support plans are as follows.

As part of the warranty period and all paid maintenance years, Black Box shall procure a 100% full replace spare system to be housed in our their Phoenix warehouse. The sole purpose of this spare system is the support of Maricopa County's new AVST Voice Mail platform. Black Box shall have all system components in stock at the Phoenix location. This is required to minimize the downtime during a possible system component failure. These replacement components must be new parts. Replacement parts must be at a minimum at the same manufacturer's version level, or newer. Older component versions will not be accepted.

The second plan is that Black Box shall provide free Preventative Maintenance as follows. For the first 3 months after acceptance, as part of the warranty Black Box shall perform Preventative Maintenance every Monday and Wednesday at 8:00 am or as agreed by both parties. This Preventative Maintenance is being provided as another effort to insure the success of the Black Box implementation. The technician will interrogate the system to insure proper functionality and service levels. This technician is over and above the current quantity of 6 certified AVST technicians employed by Black Box in the greater Phoenix Area.

The 3rd plan is for Black Box to incur the cost to train and fully certify the Black Box On-Site technician who reports to Maricopa County every day Monday through Friday.

4.0 WARRANTY SERVICE PLAN

The Customer Solutions Center will provide telephone technical support during normal business hours of 8:00 AM-5:00 PM, Monday-Friday. Emergency after hour technical support is available on a call back basis for Priority 1 issues. The Warranty Service Plan protects your investment by including all major and minor software upgrades to subsequent software versions as they became available.

SERVICE FEATURES

SUPPORT FROM SINGLE SERVICE PROVIDER	<ul style="list-style-type: none"> • One Toll-Free 800 # or via CSC.com for all Service Requests * • Remote Labor Included During Coverage Hours • Remote Corrective Maintenance • Materials Not Included • Remotely Diagnose Problem** • Escalation to Manufacturer Technical Assistance Center 	<ul style="list-style-type: none"> • Track and Monitor Progress of Call from Start to Finish • Technical Assistance Center • All Major and Minor Software Upgrades, Hot Fixes and Service Packs Included*** • 24 Hour x 7 Day Customer Solutions Center
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DEFINED SERVICE RESPONSE TIME	<ul style="list-style-type: none"> • Coverage Hours 8:00 a.m.-5:00 p.m., Monday-Friday • Emergency After Hours Technical Support for Priority 1 Issues (on a call back basis) • Remote Response within Ninety (90) Minutes of Initial Call for Priority 1 Issues**** • Remote Response within Twenty-Four (24) Hours of Initial Call for Priority 2 and 3 Issues*** 	<ul style="list-style-type: none"> • Black Box Network Services Holidays Included • Service is Available Outside Coverage Hours at Current Labor Rates
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BENEFITS	<ul style="list-style-type: none"> • Ease and Convenience of a Single Source Solution • Priority Response and Problem Resolution for Priority 1 Issues 	<ul style="list-style-type: none"> • Experienced Technical Expertise • Extended Service Protection Options Available Enabling Long Term Service Planning
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* To obtain CSC.com Web Access, the following information needs to be emailed to CSC@blackbox-vs.com: to set up a customer profile: Contact Name, phone number, fax number, email address, company name and site numbers.

** Remote Diagnostics requires 24x7 access and modem.

*** Software Upgrades, Hot Fixes and Service Packs are included in this plan, however, any hardware required or on-site labor to perform the upgrade is billable at current rates.

**** Priority 1: Performance prohibits the customer from conducting a critical business function, thereby creating an emergency situation.

Priority 2: Performance has significant impact on a business function, but the customer's business is still functioning.

Priority 3: Performance has a minor impact on the customer's business operations.

EXHIBIT C

BLACK BOX

NETWORK SERVICES

Maricopa County

CallXpress VoiceMail System

Sample Timeline

ID	Task Name	Start	Finish	Resource Names	07	2008	2009	2010	2011		
					H2	H1	H2	H1	H2	H1	H2
1	Project Initiation	Mon 5/18/09	Fri 5/22/09								
2	Kick-off Meeting	Mon 5/18/09	Fri 5/22/09	BB/M aricopa County							BB/Maricopa
3	Schedule Weekly Progress Meetings	Mon 5/18/09	Fri 5/22/09	BB/M aricopa County							BB/Maricopa
4	Gather Information and create project documentation	Mon 5/18/09	Fri 5/22/09	BB/Maricopa County							BB/Maricopa
5	Site Prep: Switch room and Network Considerations	Mon 5/25/09	Fri 6/19/09								
6	Dedicated 20A Outlet - Must be within 6 feet of CallXpress Servers	Mon 5/25/09	Fri 6/19/09	Maricopa County							Maricopa Cou
7	Dedicated Monitor, Keyboard & Mouse & KVM for CallXpress servers	Mon 5/25/09	Fri 6/19/09	Maricopa County							Maricopa Cou
8	Allocate Rack Space for CallXpress Servers	Mon 5/25/09	Fri 6/19/09	Maricopa County							Maricopa Cou
9	Allocate rack space with KVM access and UPS power for Rightfax server	Mon 5/25/09	Fri 6/19/09	Maricopa County							Maricopa Cou
10	CATS Cable ready for connection to Maricopa County LAN for CallXpress servers	Mon 5/25/09	Fri 6/19/09	Maricopa County							Maricopa Cou
11	Static IP addresses to include Subnet & Gateway ready for CallXpress servers	Mon 5/25/09	Fri 6/19/09	Maricopa County							Maricopa Cou
12	Prepare network connection for Rightfax server	Mon 5/25/09	Fri 6/19/09	Maricopa County							
13	ethernet port, network cable, static IP, computer name	Mon 5/25/09	Fri 6/19/09	Maricopa County							Maricopa Cou
14	domain service account	Mon 5/25/09	Fri 6/19/09	Maricopa County							Maricopa Cou
15	Prepare for Unified Messaging	Mon 5/25/09	Fri 6/19/09	Maricopa County							
16	Determine Unified Messaging configuration	Mon 5/25/09	Fri 6/19/09	Maricopa County							Maricopa Cou
17	Preparation of Network for Unified Messaging	Mon 5/25/09	Fri 6/19/09	Maricopa County							Maricopa Cou
18	VPN or Remote Desktop Access to the AVST	Mon 5/25/09	Fri 6/19/09	Maricopa County							Maricopa Cou
19	VPN or Remote Desktop Access to Rightfax	Mon 5/25/09	Fri 6/19/09	Maricopa County							Maricopa Cou
20	Prep PBX	Mon 5/25/09	Fri 6/19/09								
21	Verify PBX tech has all necessary configuration requirements for integration	Mon 5/25/09	Fri 6/19/09	BB/M aricopa County							BB/Maricopa
22	Verify PBX Tech has all necessary hardware components for integration	Mon 5/25/09	Fri 6/19/09	BB/M aricopa County							BB/Maricopa
23	Equipment Delivery	Mon 5/18/09	Fri 6/12/09								
24	Equipment Ordered	Mon 5/18/09	Mon 5/18/09	Black Box							Black Box
25	Identify Secure Storage Location	Mon 5/25/09	Fri 5/29/09	Maricopa County							Maricopa Cou
26	Equipment Delivered to Site	Mon 6/1/09	Fri 6/12/09	Black Box							Black Box
27	Inventory of equipment	Mon 6/1/09	Fri 6/12/09	Black Box							Black Box
28	Fax Packing Slips to Black Box Project Manager	Mon 6/1/09	Fri 6/12/09	Black Box							Black Box
29	Data Collection & System Design	Mon 5/25/09	Fri 6/14/09								
30	Meet with Customer to determine Class of Service in Spread sheet format	Mon 5/25/09	Fri 6/5/09	BB/NMSU							
31	Send Data Collection Spread sheet to the Customer	Mon 5/25/09	Fri 5/29/09	Black Box							Black Box
32	Mailbox Design Meeting	Mon 5/25/09	Fri 6/5/09	BB/M aricopa County							BB/Maricopa
33	Call Processing / Auto Attendant Design Meeting	Mon 5/25/09	Fri 6/5/09	BB/M aricopa County							BB/Maricopa
34	Overview of Auto Attendant Applications	Mon 5/25/09	Fri 6/5/09	BB/M aricopa County							BB/Maricopa
35	RightFax design meeting	Mon 5/25/09	Fri 6/5/09	BB/M aricopa County							BB/Maricopa
36	Customer to Identify and Provide all Critical Applications	Mon 6/8/09	Fri 6/19/09	Maricopa County							Maricopa Cou

Project: Imp Schedule - Canton

Date: Wed 5/20/09

Task

Split

Progress

Milestone

Summary

Project Summary

External Tasks

External MileTask

Split

P50291/J044005

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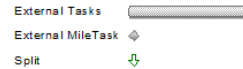
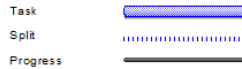
Wed 5/20/09



**Maricopa County
CallXpress VoiceMail System
Sample Timeline**

ID	Task Name	Start	Finish	Resource Names	07/2008	2009	2010	2011
					H2	H1	H2	H1
37	Collect Auto Attendant Information	Mon 6/8/09	Fri 7/31/09	Maricopa County				
38	Dialed numbers to each Auto Attendant Mailbox	Mon 6/8/09	Fri 7/31/09	Maricopa County				
39	Days of Week and Hours of the day for call routing	Mon 6/8/09	Fri 7/31/09	Maricopa County				
40	Holiday Schedules	Mon 6/8/09	Fri 7/31/09	Maricopa County				
41	Current List of all Auto Attendant Mailboxes with sub menus	Mon 6/8/09	Fri 7/31/09	Maricopa County				
42	Collect RightFax Information	Mon 6/8/09	Fri 7/10/09	Maricopa County				
43	Gather fax mailbox data in an electronic spreadsheet	Mon 6/8/09	Fri 7/10/09	Maricopa County				
44	Create custom cover sheets (optional)	Mon 6/8/09	Fri 7/10/09	Maricopa County				
45	Allocate resources on SQL server (optional)	Mon 6/8/09	Fri 7/10/09	Maricopa County				
46	Allocate and program fax ports in PBX	Mon 6/8/09	Fri 7/10/09	Maricopa County				
47	Allocate and program fax DID's in PBX	Mon 6/8/09	Fri 7/10/09	Maricopa County				
48	Receive Completed Database in Excel Format for new users	Mon 7/27/09	Fri 7/31/09	Maricopa County				
49	Review all Customer Provided information	Mon 8/3/09	Fri 8/14/09	Black Box				
50	Installation of CallXpress	Mon 6/1/09	Fri 7/10/09					
51	Access to Building or Security Precautions Set Up for Black Box Technician	Mon 6/15/09	Fri 6/19/09	Maricopa County				
52	Telephone System is Prepped and Ready to go	Mon 6/1/09	Fri 6/19/09	BB/Maricopa County				
53	Static IP addresses to include Subnet & Gateway ready for CallXpress	Fri 6/19/09	Fri 6/19/09	Maricopa County				
54	Assignment of LAN Drops & Dedicated IP Addresses	Fri 6/19/09	Fri 6/19/09	Maricopa County				
55	Install equipment in racks	Mon 6/22/09	Fri 7/10/09	BB/Maricopa County				
56	Have 2 digital phones within visual range of the CallXpress Server	Mon 6/22/09	Fri 7/10/09	Maricopa County				
57	Connection of Servers to the LAN	Mon 6/22/09	Fri 7/10/09	BB/Maricopa County				
58	Assignment of Domain Account with Domain User Permissions	Mon 6/22/09	Fri 7/10/09	Maricopa County				
59	Configure base CallXpress software	Mon 6/22/09	Fri 7/10/09	Black Box				
60	Configure PBX Integration to the CallXpress Servers	Mon 6/22/09	Fri 7/10/09	BB/Maricopa County				
61	Integration to Exchange	Mon 6/22/09	Fri 7/10/09	BB/Maricopa County				
62	Assign 2 subscriber mailbox #'s with Primary Extensions for Testing	Mon 6/22/09	Fri 7/10/09	Maricopa County				
63	Load Anti Virus Software	Mon 6/22/09	Fri 7/10/09	Black Box				
64	Remote Access Port Attached to CallXpress Server	Mon 6/22/09	Fri 7/10/09	BB/Maricopa County				
65	Input User Database Test group	Mon 6/22/09	Fri 7/10/09	Black Box				
66	Input Auto Attendant menu Test group	Mon 6/22/09	Fri 7/10/09	Black Box				
67	Deploy 5 Desktop client software for UM Mailboxes for test group	Mon 6/22/09	Fri 7/10/09	Maricopa County				
68	Installation of Rightfax server	Mon 7/6/09	Fri 7/17/09					
69	Extend telephony cables from PBX to server location	Mon 7/6/09	Fri 7/10/09	Maricopa County				
70	Install server in rack and connect all cables	Mon 7/13/09	Fri 7/17/09	Black Box				
71	Configure server for customer network	Mon 7/13/09	Fri 7/17/09	Maricopa County				
72	Join to domain	Mon 7/13/09	Fri 7/17/09	Maricopa County				

Project: Imp Schedule - Canton
Date: Wed 5/20/09



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Wed 5/20/09



**Maricopa County
CallXpress VoiceMail System
Sample Timeline**

ID	Task Name	Start	Finish	Resource Names	07/2008	2009	2010	2011
					H2 H1 H2 H1 H2 H1 H2 H1 H2			
73	load anti-virus software	Mon 7/13/09	Fri 7/17/09	Maricopa County				
74	load backup software	Mon 7/13/09	Fri 7/17/09	Maricopa County				
75	Install RightFax and any recent patches	Mon 7/13/09	Fri 7/17/09	Black Box				
76	Test integration with phone system	Mon 7/13/09	Fri 7/17/09	BB/Maricopa County				
77	Config RightFax system	Mon 7/13/09	Fri 7/17/09	Black Box				
78	build user accounts and set system options	Mon 7/13/09	Fri 7/17/09	Black Box				
79	import cover sheets	Mon 7/13/09	Fri 7/17/09	Black Box				
80	Integrate with CallXpress	Mon 7/13/09	Fri 7/17/09	Black Box				
81	Manually deploy RightFax client to 5 workstations	Mon 7/13/09	Fri 7/17/09	Black Box				
82	Deploy RightFax client to remaining workstations	Mon 7/13/09	Fri 7/17/09	Maricopa County				
83	Training	Mon 7/13/09	Fri 7/17/09	BB/Maricopa County				
84	Program PBX to divert test calls to RightFax	Mon 7/13/09	Fri 7/17/09	Maricopa County				
85	Test fax application	Mon 7/13/09	Fri 7/17/09	BB/Maricopa County				
86	Burn-in	Mon 7/13/09	Mon 11/2/09					
87	Monitor health of system	Mon 7/13/09	Fri 7/31/09	Black Box				
88	Input of complete End User Database	Mon 8/17/09	Fri 9/11/09	Maricopa County				
89	Program auto-attendant menus	Mon 8/17/09	Fri 9/11/09	Black Box				
90	Recording of Auto Attendant Menu's	Mon 9/14/09	Fri 10/9/09	Maricopa County				
91	Testing of Auto Attendant Menu's	Mon 9/14/09	Fri 10/9/09	Maricopa County				
92	Users record Name and Greetings	Mon 10/12/09	Fri 10/30/09	Maricopa County				
93	Further testing and preparing for Cut-over	Mon 10/12/09	Fri 10/30/09	BB/Maricopa County				
94	Send email advising Users to Clean Mailboxes on current VM system	Mon 11/2/09	Mon 11/2/09	Maricopa County				
95	Training	Mon 8/3/09	Fri 10/30/09					
96	Communicate Training Schedule	Mon 8/3/09	Fri 8/28/09	Maricopa County				
97	CallXpress Administrator Training	Mon 8/17/09	Fri 9/11/09	Maricopa County				
98	Deliver Training Material to Maricopa County	Fri 9/11/09	Fri 9/11/09	Black Box				
99	Train Administrators on end user training	Mon 9/14/09	Fri 9/25/09	Black Box				
100	Distribute Training Material to end users	Mon 9/28/09	Fri 10/30/09	Maricopa County				
101	Administrators train End Users	Mon 9/28/09	Fri 10/30/09	Maricopa County				
102	Cutover	Mon 11/2/09	Fri 11/6/09					
103	Notification to end users	Mon 11/2/09	Fri 11/6/09	Maricopa County				
104	Identify Help Desk and Routing of tickets to Black Box Technician during Cut-over	Mon 11/2/09	Fri 11/6/09	Maricopa County				
105	Reprogram PBX to cut CallXpress into production	Fri 11/6/09	Fri 11/6/09	BB/Maricopa County				
106	Reprogram PBX to cut RightFax into production	Fri 11/6/09	Fri 11/6/09	Maricopa County				
107	Run Test Plan (Hardware/Port Functionality/Menuing/Integration)	Fri 11/6/09	Fri 11/6/09	BB/Maricopa County				
108	Test fax application	Fri 11/6/09	Fri 11/6/09	BB/Maricopa County				

Project: Imp Schedule - Canton Date: Wed 5/20/09	Task		Milestone		External Tasks	
	Split		Summary		External MileTask	
	Progress		Project Summary		Split	

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**Maricopa County
CallXpress VoiceMail System
Sample Timeline**

ID	Task Name	Start	Finish	Resource Names	07 H2	2008 H1	2009 H2	2010 H1	2011 H2
109	Continued testing of Call Processing Boxes and voicemail functionality	Fri 11/6/09	Fri 11/6/09	Maricopa County					Maricopa C
110	First Day of Service	Mon 11/9/09	Tue 11/10/09						Black Box Maricopa C
111	On site Black Box Technician and other personnel	Mon 11/9/09	Mon 11/9/09	Black Box					
112	Help Desk in full motion	Mon 11/9/09	Tue 11/10/09	Maricopa County					
113	Post Cutover Review / Acceptance	Mon 11/9/09	Fri 11/20/09						Black Box BB/Maricop
114	Monitor health of the system	Mon 11/9/09	Fri 11/20/09	Black Box					
115	Project Review meeting to discuss any Open Install Issues	Tue 11/10/09	Tue 11/10/09	BB/Maricopa County					
116	Create project documentation package	Mon 11/9/09	Fri 11/20/09	Black Box					
117	Acceptance	Mon 11/16/09	Fri 11/20/09	Maricopa County					Black Box Maricopa C
118	Service Hand-over Meeting	Fri 11/20/09	Fri 11/20/09	BB/Maricopa County					BB/Marico

Project: Imp Schedule - Canton
Date: Wed 5/20/09

Task  Milestone  External Tasks 
Split  Summary  External MileTask 
Progress  Project Summary  Split 

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Wed 5/20/09

EXHIBIT D

Service Level Agreement

Pursuant to Exhibit B, the Service Level Agreement (SLA) defines the penalties for Non-Performance, this attachment sets forth the specific service levels required for performance measurement and the agreed penalties. Black Box shall make monthly reports to Maricopa County for all service levels and performance measures during the previous thirty (30) days. Per Exhibit B, Black Box is required to implement and monitor metrics associated with the SLA and meet customer service performance standards; specifically those that define system uptime, service and response times. Unless otherwise specified and agreed in writing between Black Box and the County, the reporting period for each of these areas will be thirty (30) days.

1. Penalties for Non-Performance

As the service levels stated below are critical to customer satisfaction, non-performance to the service levels expected which are defined as certain delays or failures to meet the standards set under this agreement, will result in specific penalties for non-performance. The penalties for non-performance of the service levels specified will constitute a pro-rated discount of the next month's price for Maintenance, Repair and Customer Service of the AVST CallXpress Unified Communications proposed systems as described in Exhibit B; and/or of the cost of ad-hoc moves, adds and changes (MAC) requests, whichever is applicable according to the details below.

2. Response Requirement Metric

- A. Definition: This measures the percentage of maintenance and repair service calls where the response requirement matches the actual response times.
- B. In accordance with the requirements of Exhibit B, the requirements below will be monitored and documented continuously by Black Box and reported to the County in a format suitable for mutual review every thirty (30) days in order to calculate and assess Black Box service level achievement for the previous thirty (30) days:
 - 1) Within one (1) hour for any major disruption in the downtown core area
 - 2) Within for (4) hours for any major disruption outside the downtown core area
 - 3) Within twenty-four (24) hours for any minor outage or out of service, or for disruptions defined by the County as other than major.

C. Method of Calculation:

Monthly Response
Requirements Average =

Total number of responses during the previous thirty (30) days where
Response Requirements were met.

-----divided by -----

Total number of responses during the previous thirty (30) day period.

- D. Service Level: Meet 98% of requirements.
- E. Penalty for Non-Performance: Percentage below 98% will be used to calculate the discounted rate for the next monthly billing period.

Year 1 Examples:

Black Box Met 97% Performance for the 30 day period = 3% discount of the Year 1 Monthly Base Price = \$ _____

Black Box Met 96% Performance for the 30 day period = 4% discount of the Year 1 Monthly Base Price = \$ _____

Black Box Met 95% Performance for the 30 day period = 5% discount of the Year 1 Monthly Base Price = \$ _____

F. Penalty for Non-Performance continued

Discounted rate will be capped at a "Not to Exceed" three percent (5%) unless performance metrics fall below 95% of requirements for three (3) consecutive months. *See Section 3. "Cap and Trigger" below.*

G. Source of Data: Telecom Outage Log (COMIT Trouble Ticket)

3. Cap and Trigger

- A. Though the penalty for non-performance of Response Requirements will be capped at a "Not to Exceed" Five percent (5%) for the discount applicable to the next month's price for Maintenance, Repair and Customer Service of the AVST CallXpress Unified Messaging System Maintenance Contract Service and

Pricing compared to this SLA "Penalty for Non-Performance": If Black Box fails to perform required service levels up to the capped percentage of 5% below the Service Level Requirement of 98%, where service levels have fallen below 95% for three (3) consecutive thirty (30) day periods, this will Trigger an automatic and permanent discount to the County of an additional three percent (3%) off of the Monthly Base Price of the per year price the County pays for the rest of the annual term. This will result in a New Monthly Base Price for Maintenance, Repair and Customer Service of the AVST CallXpress Unified Messaging proposed system as described in Exhibit B and detailed in Exhibit A. Notwithstanding the foregoing, in no event shall the three percent (3%) automatic and permanent discount to the County be triggered more than two (2) times in any given calendar year.

- B. This New Monthly Base Price will be in effect from the fourth month onward for the duration of the annual term. This New Monthly Base Price will become the New Monthly Base Price for Maintenance, Repair and Customer Service from which the monthly price of service for the next annual period is calculated.

4. MAC Requests Metric

- A. Definition: This metric measures the percentage of Moves, Adds and Changes requested where the date the work is performed matches the commitment. Black Box will guarantee a five (5) day turnaround on requests made where the parts are in stock.

- B. Method of Calculation:

Monthly MAC Request Average =

Number of MAC requests (moves, additions, and changes) made during the previous 30 *day meeting the guaranteed turnaround time of 5 days* when the parts are in stock.

-----divided by -----

Number of MAC requests (moves, additions, and changes) made during the previous 30 day period when the parts are in stock.

- C. Service Level: Perform 95% of all MACs within five (5) days when parts are in stock.
- D. Penalty for Non-Performance: County to receive 10% discount off contract rates for both parts and labor for MAC requests in previous 30 day period that were not performed within five (5) days when parts were in stock.
- E. Source of Data: Telecom Work Order – MAC Order Spreadsheet

EXHIBIT E

No.	Question	Proposer Response
	General System Information	
C1	What is the name of the product and the version for which your response is based?	CallXpress version 7.91
C2	Is this version of the product currently available for purchase?	CallXpress 7.91 has been generally available since July 2008
C3	Number of voice mail boxes proposed- Licenses	AVST does not license voice mail boxes on CallXpress. Instead, the limitation is defined by the mailbox numbering plan. 5 digit – 100,000; 6 digit – 1,000,000
C4	Number of voice mail ports proposed	Per the RFP there are 200 ports proposed.
C5	Hours of voice storage capacity proposed	AVST does not license voice storage on CallXpress. Storage is defined by the available storage on the hard drive(s). The proposal utilizes the I-6000 Telephony Server from AVST which provides a minimum of 7,000 hours of storage.
C6	Is this product a standalone product or part of a required suite of products?	(X) Standalone () Part of a Required Suite () Optional Module within a Suite () Other:
C7	Describe and list the operating system	CallXpress utilizes the Microsoft Windows 2003 Server operating system.
C8	Describe the maximum capacity for the number of admin terminals and admin users.	AVST does not license or limit the number of administrative accounts that can be built on CallXpress.
C9	If the proposed system requires additional software such as Oracle, SQL, or Web applications to reside on additional servers, please describe function and requirements.	While not required, AVST recommends deploying Web PhoneManager. To simplify the process of users maintaining the customizable settings for their mailbox, Web PhoneManager allows CallXpress subscribers to maintain the configuration settings for their mailbox. Users can set their notification options, record their greetings, change their security code, configure their message presentation ordering and enable call blocking, personal menu and their out of office greeting. Using Web PhoneManager, subscribers can view and modify their Personal Distribution Lists. Web PhoneManager also allows users secure access to their voice and fax messages stored on the CallXpress server (see Secure Unified Messaging). Web PhoneManager is a PHP web application and is supported on either Windows IIS or Apache web servers. While servers can be supplied by AVST to host Web PhoneManager, for security purposes, AVST recommends the deployment of Web PhoneManager on web servers maintained and supported by Maricopa County. No additional software is required to deploy CallXpress.

No.	Question	Proposer Response
C10	Describe and list the versions of Microsoft Exchange Servers supported.	<p>Unified Messaging for Microsoft Exchange is a server-based implementation of unified messaging designed to function within Microsoft Exchange messaging environments. This integration supports Microsoft Exchange 2000, Exchange 2003 and Exchange 2007. User's voice and fax messages are generated on the CallXpress server and moved to their Inbox on the Exchange server. Users can access their messages from the Inbox in their Microsoft Outlook client or via a web connection to the Microsoft Outlook Web Access application. This integration supports custom forms for Microsoft Outlook that adds the additional tools required to quickly and easily process their voice and fax messages. An optional MWI component can be installed on the Exchange email servers to allow the application to control the MWI indicators on the user's telephones.</p> <p>Users can also access all of their messages, voice, fax and email, over the telephone interface. CallXpress uses advanced text to speech rendering technology read the subject line and body of the user's email messages to them over the phone. Users can reply to both internal and external email messages (sending a voice recording attachment) and forward email messages to other system users.</p> <p>CallXpress can be configured to support unified messaging in environments where the customer has multiple email servers. In environments where the customer is using a single type of email system, CallXpress can be configured to connect to all of the email servers in their environment. This includes the ability to connect to multiple email servers located in different domains. In addition to supporting multiple connections to email servers, CallXpress can be configured support multiple types of email integration on a single system. The following combinations are supported on CallXpress:</p> <ul style="list-style-type: none"> • Any server-based implementation along with Integrated Client Access • IMAP plus any other server-based connection • IMAP, any other server-based connection plus Integrated Client Access <p>CallXpress does not support any combination of Unified Messaging for Microsoft Exchange or Unified Messaging for Lotus on a single CallXpress system but will support using a dedicated connection to one type of email system (Exchange or Notes) and either an IMAP or client-based connection to the other mail store.</p>
C11	Describe and list the versions of IBM Lotus Domino Servers supported.	<p>Unified Messaging for Lotus Notes is a server-based implementation of unified messaging designed to function within Lotus Notes messaging environments. This integration supports Lotus Notes servers running version R6.0.3, R6.5.5, R7.0.X and R8.0.X. User's voice and fax messages are generated on the CallXpress server and moved to their Inbox on the Domino server. Users can access their messages from the Inbox in their Lotus Notes client or via a web</p>


No.	Question	Proposer Response
		<p>connection to either Domino Web Access (iNotes) or Lotus Web Mail. This integration supports modified user email templates that add the additional tools required to quickly and easily process their voice and fax messages. An optional MWI component can be installed on the Domino mail servers (if they are running on a Microsoft Windows platform) to allow the application to control the MWI indicators on the user's telephones.</p> <p>Users can also access all of their messages, voice, fax and email, over the telephone interface. CallXpress uses advanced text to speech rendering technology read the subject line and body of the user's email messages to them over the phone. Users can reply to both internal and external email messages (sending a voice recording attachment) and forward email messages to other system users.</p> <p>CallXpress can be configured to support unified messaging in environments where the customer has multiple email servers. In environments where the customer is using a single type of email system, CallXpress can be configured to connect to all of the email servers in their environment. This includes the ability to connect to multiple email servers located in different domains. In addition to supporting multiple connections to email servers, CallXpress can be configured support multiple types of email integration on a single system. The following combinations are supported on CallXpress:</p> <ul style="list-style-type: none"> • Any server-based implementation along with Integrated Client Access • IMAP plus any other server-based connection • IMAP, any other server-based connection plus Integrated Client Access <p>CallXpress does not support any combination of Unified Messaging for Microsoft Exchange or Unified Messaging for Lotus on a single CallXpress system but will support using a dedicated connection to one type of email system (Exchange or Notes) and either an IMAP or client-based connection to the other mail store.</p>
C12	Does the product have integrated fault tolerance capability?	<p>() Cluster Active/Passive () Cluster Active/Active () Standalone Hot Spare (X) Other:</p> <p>As an <i>option</i>, an integrated warm standby CallXpress supports the ability to deploy a Warm Standby backup system. With this architecture, a second CallXpress is configured as a mirror copy of the main system and deployed to the site. CallXpress software is programmed to keep the database on the backup system an exact duplicate of the active system by copying all database changes, greetings and recoded names, and, optionally, messages, to the Warm Standby system. In the event of a catastrophic failure of the main system, an administrator activates the backup system and reroutes the incoming call traffic to the backup system. Users can now function as normal until the main</p>

No.	Question	Proposer Response
		<p>system is repaired. When the main system is repaired, the process is reversed and the traffic is rerouted back to the main system.</p> <p>Pricing for the warm standby CallXpress is outlined on the pricing spreadsheet of this RFP.</p> <p>With the introduction of CallXpress 8.0 (currently Beta), CallXpress will support a distributed architecture. CallXpress 8.0 can be implemented in a distributed architecture which consists of a System Server and multiple Call Servers. This distributed architecture increases reliability by eliminating the critical points of failure that would bring the entire system to a failed state resulting in no voice mail service (ring no answer calls). With the release of CallXpress 8.0, AVST will support true N+1 reliability.</p>
C13	If fault tolerance is not integrated, how is it provided?	<p>As an <u>option</u>, CallXpress supports the ability to deploy a Warm Standby backup system. With this architecture, a second CallXpress is configured as a mirror copy of the main system and deployed to the site. CallXpress software is programmed to keep the database on the backup system an exact duplicate of the active system by copying all database changes, greetings and recorded names, and, optionally, messages, to the Warm Standby system. In the event of a catastrophic failure of the main system, an administrator activates the backup system and reroutes the incoming call traffic to the backup system. Users can now function as normal until the main system is repaired. When the main system is repaired, the process is reversed and the traffic is rerouted back to the main system.</p> <p>Pricing for the warm standby CallXpress is outlined on the pricing spreadsheet of this RFP.</p> <p>With the introduction of CallXpress 8.0 (currently Beta), CallXpress will support a distributed architecture. CallXpress 8.0 can be implemented in a distributed architecture which consists of a System Server and multiple Call Servers. This distributed architecture increases reliability by eliminating the critical points of failure that would bring the entire system to a failed state resulting in no voice mail service (ring no answer calls). With the release of CallXpress 8.0, AVST will support true N+1 reliability.</p>
C14	Is the proposed system a separate Stand-Alone Cabinet; PC Based; or Shelved in the Telephone System? Please specify.	<p>CallXpress is a server-based voice messaging and unified messaging solution. CallXpress can be located in any facility that integration to the SL-100 can be provided. For integration, CallXpress will integrate via the required analog station-side of the SL-100.</p>
C15	Describe and detail any additional options, modules, software applications, middleware, feature packs or any other software/hardware required to provide confederated identity from within Windows Active Directory. If such services are provided with your bid system, please state same. Describe the features of this integration, including adds, moves, changes and deletions, how performed, and any other relevant features.	<p>CallXpress supports subscriber administration through a snap-in component for the Microsoft Management Console and Active Directory. This snap-in adds an AVST tab to the property sheet for each CallXpress subscriber shown with the Active Directory Administration Tool. Once the snap-in has been added to the Active Directory administrator's program, when new users are added to the Active Directory database, they can also be added to CallXpress. Users can also be maintained from this tool allowing administrators to</p>

No.	Question	Proposer Response
		perform all regular maintenance from a single application. This feature does not require any changes to the Active Directory schema.
C16	State if this solution is for a single message store or a dual message store. A single message store integrates the e-mail server and the voicemail server and shares a common multimedia message store (universal mailboxes) and directory. A dual message store uses separate multimedia messaging stores and directories for the e-mail and voicemail systems. In a dual message store environment the e-mail and voicemail servers have to synchronize message and user status information to keep message status up to date and consistent between the two servers and between desktop and telephone modes of retrieval.	<p>CallXpress can be deployed as a single store, dual store or a hybrid. As such, CallXpress supports four types of unified messaging architecture:</p> <ul style="list-style-type: none"> • Server-based Unified Messaging • Client-based Unified messaging • Secure Unified Messaging • Simplified Unified Messaging <p>Each architecture supplies slightly different set of features.</p> <p>For server-based unified messaging implementations, the users' voice (and fax) messages are captured by the CallXpress server and then moved to their email Inbox on their email server. All their messages are now in a single message store. Server-based unified messaging fully leverages all of the email client features and well as the email server features.</p> <p>With Client-based Unified Messaging, voice and fax messages remain on the CallXpress server. Users configure their IMAP-compatible email client to connect to CallXpress. This connection displays the voice and fax messages in their email client in a separate Inbox from their email messages. Users can listen to their voice messages and view their fax messages from their desktop email client. Voice and fax messages can be deleted, forwarded, saved and even dragged into common folders. For Microsoft Outlook users, custom forms are installed that give users the tools needed to efficiently process their voice and fax messages. For users of other email clients, the voice and fax messages appear as standard email messages with file attachments. Voice messages can be played by any media player capable of playing wave files and fax messages can be viewed using any graphic viewer supporting Group IV tiff files. CallXpress also supports the AVST Media Player which allows users to play their messages from their email client either from their PC speakers or through the telephone.</p> <p>Users can also access all of their messages, voice, fax and email, over the telephone interface. CallXpress uses advanced text to speech rendering technology read the subject line and body of the user's email messages to them over the phone. Users can reply to both internal and external email messages (sending a voice recording attachment) and forward email messages to other system users.</p> <p>With secure unified messaging, all voice (and optionally fax) messages are stored on the CallXpress server. Voice and fax messages are accessed and managed from the Web PhoneManager application, rather than from within an email client. As an enhancement, access to voice messages from this</p>

No.	Question	Proposer Response
		<p>interface can be made completely secure by requiring that the playback of messages be restricted to the telephone or streamed using the Windows Media Server media streaming. When configured in this manner, users never have possession of the actual voice and fax message, and therefore they cannot be forwarded externally. With this configuration, system administrators have the assurance that voice messages are kept separate from email messages so that separate rules for confidentiality, discoverability, and compliance can be applied. As an option, a simple, small text-based email message can be sent to the users e-mail Inbox which contains a link back to the Web PhoneManager application. When this link is clicked by the user, the CallXpress Web PhoneManager is launched.</p> <p>For simplified unified messaging implementations, the system administrator can configure a subscriber's CallXpress mailbox to automatically send an email message to their email account each time a voice or fax message is received. This email message can contain the message (voice or fax) as an attachment. This creates two copies of the message; one on the CallXpress system and one in their email Inbox. Each copy must be separately managed (saved, deleted, etc.). This version of unified messaging does not require the user to have a Unified Messaging license; it can be set up for any user.</p> <p>Unlike all competitive solutions, CallXpress allows an administrator to define on a per user basis the storage location and the type of unified messaging the subscriber utilizes on a single server.</p>
C17	<p>Options must exist to utilize a separate message store for voice and fax messages from email messages, as well as a single message store for voice, fax, and email messages. Provide descriptions of the available options within the proposed system.</p>	<p>CallXpress can be deployed as a single store, dual store or a hybrid. As such, CallXpress supports four types of unified messaging architecture:</p> <ul style="list-style-type: none"> • Server-based Unified Messaging • Client-based Unified messaging • Secure Unified Messaging • Simplified Unified Messaging <p>Each architecture supplies a slightly different set of features.</p> <p>For server-based unified messaging implementations, the users' voice (and fax) messages are captured by the CallXpress server and then moved to their email Inbox on their email server. All their messages are now in a single message store. Server-based unified messaging fully leverages all of the email client features and well as the email server features.</p> <p>With Client-based Unified Messaging, voice and fax messages remain on the CallXpress server. Users configure their IMAP-compatible email client to connect to CallXpress. This connection displays the voice and fax messages in their email client in a separate Inbox from their email messages. Users can listen to their voice messages and view their fax</p>

No.	Question	Proposer Response
		<p>messages from their desktop email client. Voice and fax messages can be deleted, forwarded, saved and even dragged into common folders. For Microsoft Outlook users, custom forms are installed that give users the tools needed to efficiently process their voice and fax messages. For users of other email clients, the voice and fax messages appear as standard email messages with file attachments. Voice messages can be played by any media player capable of playing wave files and fax messages can be viewed using any graphic viewer supporting Group IV tiff files. CallXpress also supports the AVST MediaPlayer which allows users to play their messages from their email client either from their PC speakers or through the telephone.</p> <p>Users can also access all of their messages, voice, fax and email, over the telephone interface. CallXpress uses advanced text to speech rendering technology read the subject line and body of the user's email messages to them over the phone. Users can reply to both internal and external email messages (sending a voice recording attachment) and forward email messages to other system users.</p> <p>With secure unified messaging, all voice (and optionally fax) messages are stored on the CallXpress server. Voice and fax messages are accessed and managed from the Web PhoneManager application, rather than from within an email client. As an enhancement, access to voice messages from this interface can be made completely secure by requiring that the playback of messages be restricted to the telephone or streamed using the Windows Media Server media streaming. When configured in this manner, users never have possession of the actual voice and fax message, and therefore they cannot be forwarded externally. With this configuration, system administrators have the assurance that voice messages are kept separate from email messages so that separate rules for confidentiality, discoverability, and compliance can be applied. As an option, a simple, small text-based email message can be sent to the users e-mail Inbox which contains a link back to the Web PhoneManager application. When this link is clicked by the user, the CallXpress Web PhoneManager is launched.</p> <p>For simplified unified messaging implementations, the system administrator can configure a subscriber's CallXpress mailbox to automatically send an email message to their email account each time a voice or fax message is received. This email message can contain the message (voice or fax) as an attachment. This creates two copies of the message; one on the CallXpress system and one in their email Inbox. Each copy must be separately managed (saved, deleted, etc.). This version of unified messaging does not require the user to have a Unified Messaging license, it can be set up for any user.</p> <p>Unlike all competitive solutions, CallXpress allows an</p>

No.	Question	Proposer Response
		administrator to define on a per user basis the storage location and the type of unified messaging the subscriber utilizes on a single server.
C18	Provide the major software releases for the product history.	 CallXpress 7.91 Software Release No
C19	Can customers provide their own servers? Will doing so change their warranty or support? Please describe options.	AVST does not require that servers be purchased from AVST. However, AVST technical support will not be able to trouble shoot or provide support for hardware compatibility issues. Black Box has included the servers as rack mount and the pricing is broken out in Attachment A.
	Redundancy	
C20	Describe the redundancy options available. The system must provide a RAID Level 5 disk redundancy option. If not provided within your basic system bid, document the additional cost for same in your pricing information.	The CallXpress and associated application servers can be configured to support RAID storage. Redundant Array of Inexpensive Disks (RAID) is duplicated storage for the system, ensuring that the system data is secure. If a single disk of a RAID array fails, one or two others containing identical data are available to continue with uninterrupted service. RAID 5 utilizing four (4) 73 GB hard drives is a standard feature of the I-6000 Telephony Server from AVST.
C21	Describe your solution's redundancy for the system critical components and message disk drives to back up a disk failure or inadvertent erasure of an important message by the user. System redundancy is desirable in case of a drive failure, and then after the drive has been replaced some sort of redundant array of disks (RAID) can rebuild the new drive thus preventing any loss of information.	The CallXpress and associated application servers can be configured to support RAID storage. Redundant Array of Inexpensive Disks (RAID) is duplicated storage for the system, ensuring that the system data is secure. If a single disk of a RAID array fails, one or two others containing identical data are available to continue with uninterrupted service. RAID 5 utilizing four (4) 73 GB hard drives is a standard feature of the I-6000 Telephony Server from AVST. Furthermore, the CallXpress utilities include a program to backup and restore the CallXpress database and configuration settings, mailboxes and associated audio files, including voice messages. Automated system backups can be scheduled to run during the nightly routines. The system can be restored from these backup files. It is possible to restore any part of a system, from a full system restore down to just restoring the messages for a single user mailbox. Individual mailboxes can be restored while the system is running. This backup utility supports all media supported by the operating system allowing the administrator to backup data to shared directories on the network, hard disk drives, tape, magneto-optical disks, or floppy disks.
C22	The message deletion protection should at the very least be similar to the undo on a computer allowing a user to recover a message that has been accidentally deleted. Describe the features of your solution to provide same.	For telephone access, CallXpress offers users of the CallXpress Legacy, CallXpress Alternate Addressing and Centigram Telephone User Interfaces the ability to retrieve a message after it has been deleted. For CallXpress Legacy and Alternate Addressing Telephone User Interface users, all deleted messages

No.	Question	Proposer Response
		<p>are stored in a queue during a messaging session. The user can review that queue at any time and selectively undelete any message. This queue is emptied when the user ends the messaging session.</p> <p>For the Centigram Telephone User Interface users, the system stores the last message deleted by the user in a special queue and the user can retrieve this message at any time. Once another message is deleted, it replaces the one in the queue, giving users access only to a single deleted message, the last one deleted. This queue is emptied when the user ends the session.</p> <p>Message undelete during telephone access (TUI) is not supported for the Octel VMX telephone user interface. For server-based unified messaging subscribers, messages deleted from either the GUI or TUI are moved to the deleted items within the email server. If the subscriber can undelete messages from the email client, voice messages can be retrieved as well.</p>
C23	Describe the performance reduction, if any, of your solution during disk re-mirroring (e.g., degraded response time, certain features unavailable, etc.)	<p>For a properly configured server that is utilizing a hardware based RAID controller, no degradation of performance or applications is apparent.</p> <p>The I-6000 Telephony Server by AVST includes a hardware based RAID controller.</p>
C24	It is desirable that there is no single point of failure in the Messaging System architecture. Identify any single points of failure, if any. <u>In the pricing section identify all redundancy options, components and pricing associated with redundancy options</u>	<p>See attachment, "SE Note3 CallXpress Fault Tolerance and Resiliency" for a complete discussion of fault tolerance.</p> <p>Black Box has provided the cost of the servers in Attachment A.</p>
C25	<u>Hardware Swap or Install While Operating: Describe the system capabilities to swap hardware while running, "hot pluggable". This just means that in order to replace a card or add a card the system does not have to be turned off, it can be left up and running.</u>	<p>The I-6000 Telephony Server by AVST includes hot-swappable hard drives, power supplies and fans. Voice cards cannot be removed / installed without bringing the server offline.</p> <p>With the release of CallXpress 8.0, AVST will support a distributed architecture. CallXpress 8.0 can be implemented in a distributed architecture which consists of a System Server and multiple Call Servers. This distributed architecture increases reliability by eliminating the critical points of failure that would bring the entire system to a failed state resulting in no voice mail service (ring no answer calls). With the release of CallXpress 8.0, AVST will support true N+1 reliability.</p> <p>Furthermore, the 8.0 architecture will allow an administrator to remove a Call Server (where the voice cards are installed) from service to perform maintenance without impacting either the System Server or other Call Servers.</p>
C26	Describe how messaging capabilities still exist when the message storage server is offline.	<p>Regardless of implementation type (voice mail only, unified messaging, mixed system), CallXpress always maintains its own local directory and message database. Regardless of the status of the LAN or groupware server, CallXpress will always answer calls, take messages and allow the subscribers to access those new messages taken during the failure.</p> <p>For server-based unified messaging subscribers (voice messages stored on email server), access to messages</p>

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		that were moved to the email server prior to the failure are not accessible over the TUI. Any new messages that have arrived since the failure are accessible.
C27	Can the system administrator backup and restore all mailbox, usage and configuration data to storage?	The CallXpress utilities include a program to backup and restore the CallXpress database and configuration settings, mailboxes and associated audio files, including voice messages. Automated system backups can be scheduled to run during the nightly routines. The system can be restored from these backup files. It is possible to restore any part of a system, from a full system restore down to just restoring the messages for a single user mailbox. Individual mailboxes can be restored while the system is running. This backup utility supports all media supported by the operating system allowing the administrator to backup data to shared directories on the network, hard disk drives, tape, magneto-optical disks, or floppy disks.
C28	When backing-up are there any interruptions to the system operations? (Is the voicemail down or inoperative to users?)	No, when performing and archive or a restore of mailboxes, there are no interruptions to the service of CallXpress.
C29	Is the backup solution integral to, and provided with, your proposed solution? If so, what media types can be used for backup?	The CallXpress utilities include a program to backup and restore the CallXpress database and configuration settings, mailboxes and associated audio files, including voice messages. Automated system backups can be scheduled to run during the nightly routines. The system can be restored from these backup files. It is possible to restore any part of a system, from a full system restore down to just restoring the messages for a single user mailbox. Individual mailboxes can be restored while the system is running. This backup utility supports all media supported by the operating system allowing the administrator to backup data to shared directories on the network, hard disk drives, tape, magneto-optical disks, or floppy disks.
C30	Alternatively, what third-party backup solutions are certified to work for backing up the message store? What options, if any, are required for third-party backup to back up the message store?	Most organizations utilize the backup and restore utilities inherent to CallXpress to backup data to a network drive. Third-party backup solutions then backup the network drive for appropriate handling. While AVST does not certify specific third-party backup solutions, it is possible to utilize third-party backup solutions that support "Online Database" backups.
C31	What media are used (CD, tape, floppy diskettes, USB Thumb Drive, Internet downloads) for system software updates?	Software installation and upgrades utilize DVD based media. Installation and upgrades can also be performed from network drives.
C32	Can updates be performed at any time without interrupting system operation? If not, describe the interruptions or degradations to system performance during same.	Most system upgrades require a reboot of the server. This would require that the VM system be down for a period of time. Black Box would schedule this with the County for minimal interruption.
C33	Can the system import the current VMX 300 Voice Mail/Auto Attendant database? Including single digit menus? If so, what format is required for the input?	CallXpress supports the ability to import the information needed to create new Subscriber and Distribution List mailboxes as well as to make changes to existing mailboxes. The information can be imported from a simple .csv (comma-delimited) file created by any word processor or spreadsheet. The file uses a specific data field structure containing all the

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		<p>information needed to create or update the mailboxes. When the import utility is run, the administrator has the choice of adding new mailboxes, deleting existing mailboxes or only changing mailbox attributes for existing mailboxes. By utilizing the import utility and class of service mailboxes, the subscriber database can be simply built from a .csv file which contains: Mailbox Number, Extension Number, Subscriber name and class of service.</p> <p>Automated Attendant / Call Processing applications will need to be rebuilt within CallXpress and can not be imported. Furthermore, existing greetings and messages will need to be re-recorded. Alternatively, if greetings are available in a wave file format, greetings can be imported into CallXpress.</p>
	System Support Maintenance	
C34	Does the proposed system require any specialized tools to administer proper maintenance? If so describe.	<p>CallXpress allows administration of the system over a TCP/IP data connection using several easy-to-use Microsoft Windows-based graphical interfaces. CallXpress supports the following clients for system administration:</p> <ul style="list-style-type: none"> • System Configuration • System Administration • System Reporting • System Archive • System Diagnostics <p>These applications are supported on Windows 2000 Professional & Server, Windows XP Professional and Windows Server 2003. These clients allow the administrator to perform the following types of functions:</p> <ul style="list-style-type: none"> • Creating new subscribers • Running system reports • Changing call answering menus • Making system backups • Maintaining Distribution Lists
C35	Scheduled changes – allows the administrator(s) to schedule and implement programming changes across the network based on time of day, day of the week, and month or year.	<p>CallXpress supports a sophisticated set of automated attendant features that allow outside callers to quickly and easily access personnel and information automatically without human intervention. Call processing menus may be developed as broad and deep as the application requires. There is no limit to the number of call processing menus that may be created. A sampling of the advanced features provided by the call processing engine of CallXpress include:</p> <ul style="list-style-type: none"> • AudioText ... CallXpress allows for the creation of Announcement mailboxes that can be used to store and play audio information to callers. • Directories ... The CallXpress directories allows outside users to look up the extension number of the person they are trying to reach by entering the first few characters of a subscriber's name. • Call blocking ... Allows individual subscribers to

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		<p>program their mailbox to block the transfer of calls from the automated attendant.</p> <ul style="list-style-type: none"> • Caller queuing ... Provides outside callers that attempt to transfer to a busy extension from the automated attendant with the option to hold until the desired extension is no longer busy. • Call screening ... Allows individual subscribers to program their mailbox to request the name of the caller requesting a transfer to the subscriber's extension from the automated attendant. CallXpress then plays the recorded name of the caller and ask the subscriber to either accept or reject the transferred call. • DNIS/Trunk group routing ... CallXpress can be programmed to route incoming calls to different call processing applications based on the DNIS number or trunk ID. • Fax tone detection and processing <p>... Any Call Processor can be programmed to listen for fax tone and, if detected, process the call with any appropriate action, such as transfer to a fax machine or fax server.</p> <ul style="list-style-type: none"> • Fax-on-Demand ... When integrated with a RightFax fax server, robust fax-on-demand applications can be developed from within CallXpress call processing. Supported features include (but are not limited to); Same call and Callback fax delivery, single or multiple document requests, document number entry or menu selection, and password protection of fax documents. • Interactive Voice Response (IVR) ... CallXpress supports an optional, fully integrated Interactive Voice Response software module. • Multiple transfer types ... Depending on the specific type of call processing application, different types of transfers may be required. CallXpress supports four different types of transfers, each with differing levels of call progress supervision. • Personal menus (Extension Specific Processing™) ... Each CallXpress subscriber can be programmed to provide a unique custom call-processing menu of options to callers that reach their mailbox. • Answer Mode Configuration ... What call processor menu is presented to callers can vary based on: <ul style="list-style-type: none"> ○ Time-of-Day ○ Day-of-Week ○ Specific Day ○ Specific Date ○ Repeating Days (i.e.: the 3rd Thursday of November, etc.) ○ Specific Port ○ DNIS Number • Transaction Processing (Voice Forms) ... Gathers

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		<p>verbal input from callers by asking up to up to twenty-four separate questions. The responses are compiled into a single voice message and sent to one or more subscriber mailboxes designated to receive those messages.</p>
C36	<p>Computer-based administration – does the system provide a GUI based utility for system administration and programming. Please describe available options. If Web-based, state the browsers supported (Internet Explorer, Firefox, Safari).</p>	<p>CallXpress allows administration of the system over a TCP/IP data connection using several easy-to-use Microsoft Windows-based graphical interfaces. CallXpress supports the following clients for system administration:</p> <ul style="list-style-type: none"> • System Configuration • System Administration • System Reporting • System Archive • System Diagnostics <p>These applications are supported on Windows 2000 Professional & Server, Windows XP Professional and Windows Server 2003. These clients allow the administrator to perform the following types of functions:</p> <ul style="list-style-type: none"> • Creating new subscribers • Running system reports • Changing call answering menus • Making system backups • Maintaining Distribution Lists
C37	<p>Global changes – allows the administrator(s) to implement global programming and configuration changes across the network.</p>	<p>For organizations that have multiple CallXpress servers, the CallXpress NetConnect Digital Networking connectivity supports a number of applications including message networking, Global User Administration and networking information propagation. Global User Administration allows an administrator to view and maintain multiple networked CallXpress systems, all from a single instance of the CallXpress Administration program. With Global User Administration, an administrator can:</p> <ul style="list-style-type: none"> • View all the mailboxes from each individual CallXpress system, one at a time • View all the mailboxes from all of the CallXpress systems simultaneously • Make changes to single or multiple mailboxes on a single CallXpress system • Make changes that span mailboxes on multiple CallXpress systems • Move users from one CallXpress system to another <p>With Global User Administration, different administrative accounts can be configured to view different sets of CallXpress systems supporting zones of administration.</p>
C38	<p>SNMP alarm notification – the alarm notification functionality is SNMP enabled.</p>	<p>CallXpress supports using an SNMP infrastructure to monitor the CallXpress system. If a user has already deployed SNMP for the purposes of monitoring other servers in their network, it is a simple task to add CallXpress to the monitoring fabric. CallXpress software includes (as a basic component of the system) all of the elements required to add CallXpress to SNMP</p>

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		<p>network. CallXpress can be configured to perform as an SNMP Agent and to report to and accept commands from an SNMP Manager. Enabling CallXpress for SNMP is simply a matter of selecting the SNMP option during the system install or using the installation program to reconfigure CallXpress if you decide to add the functionality to an existing system. AVST provides the following for CallXpress SNMP use:</p> <p>A CallXpress MIB file...The Management Information Base or MIB file is the file loaded into the SNMP Manager that defines the communications between the Agent and the Manager. Each different device type has its own MIB file. MIB files are created by the device manufacturer using the standard MIB syntax as a set of instructions that define what types of capabilities the Agent Device supports for SNMP (a list of the gets, sets and puts). CallXpress includes a MIB file, avst.mib, located in the CX\SNMP folder once the CallXpress SNMP option has been installed.</p> <p>A CallXpress Trap Definition file...For some Manager software (such as HP OpenView), the administrator can automate the trap definition process by loading a trap definition file for a specific device. For Managers that support this feature, AVST supplies a trap definition file. It is located in the \CX\SNMP folder and is named avst.tdf.</p> <p>An SNMP Online Book for administrators...The CallXpress Documentation CD includes an online book that explains how to use SNMP with CallXpress. It also includes definitions of the major get, puts and traps. The Online Book is also available from PartnerXpress.Com.</p> <p>A simple CallXpress SNMP installation and configuration process...SNMP can be installed on CallXpress as part of the basic system install by simply checking the SNMP button on the screen of the CallXpress server Install. This requires that SNMP already be installed and configured on the Windows server.</p>
C39	Browser based system management – allows the system administrator(s) to access the system administration tools from any Web-enabled browser.	Not supported. At this time, all system administration is performed utilizing 32-bit administration clients and utilities. Administration can also be performed utilizing remote desktop to the CallXpress server.
C40	Browser based user administration – allows any County user on the network to access programming information and change or modify predefined features.	CallXpress offers a user web portal that supports a number of features to enhance and simplify the use of CallXpress. To simplify the process of users maintaining the customizable settings for their mailbox, Web PhoneManager allows CallXpress subscribers to maintain the configuration settings for their mailbox. Users can set their notification options, record their greetings, change their security code, configure their message presentation ordering and enable call blocking, personal menu and their out of office greeting. Using Web PhoneManager, subscribers can view and modify their Personal Distribution Lists. Web PhoneManager also allows users secure access to their voice and fax messages stored on the CallXpress server (see Secure

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		Unified Messaging).
C41	Diagnostic tools – allow the system administrator to run a series of procedures and diagnostic tools to isolate and troubleshoot component and software level failures.	CallXpress includes an extremely powerful set of diagnostics tools, both active tools and passive tools. The active tools include the ability to configure processes to monitor the health of the CallXpress system and to report any discrepancies to the administrator. Once there is a suspected issue, the technicians or administrator can use the Diagnostic program to gather more information about the system's performance. The Diagnostic program is used to enable capture services that will gather information about the various processes running on the CallXpress system. This information may be displayed on a screen as well as written to a file. The program also includes a utility that, for more complex issues, allows the system to automatically gather the needed information and package it into a single zip file that can be sent to the engineering and technical support staff at AVST.
C42	Scheduled maintenance – a set of procedures or tools run at regular intervals to maintain and optimize system performance.	CallXpress performs a maintenance routine on a daily or nightly basis. While the routine can be run or scheduled to run at any time, AVST recommends running daily maintenance at off peak hours; typically at 2 am. Daily maintenance cleans up the database and purges messages / greetings that are scheduled for deletion.
C43	Internal diagnostics – the ability for internal self-detection, diagnosis, reporting and resolution of component and software level failures on the equipment or its network connections.	<p>The core of any fault tolerance solution lies with the application software itself. In the case of CallXpress, the software has been engineered to extremely high standards, taking advantage of all of the latest software coding and testing techniques. Most of the critical CallXpress processes run as protected system services. They are multi-threaded allowing for compartmentalization; one service failing won't necessarily affect any other part of the software. While many of the competing systems on the market today are only a few years old, CallXpress software has been continuously improved over the last 25 years, resulting in the most stable of the server-based voice processing systems on the market. In addition to the superior general reliability of the system, the following options and features are supported to increase the systems reliability.</p> <p><u>CallXpress Reliability Applications</u></p> <p>CallXpress includes a set of Reliability Applications that can be used to monitor the health of a working CallXpress system. These applications can be set to continually test the functionality of the CallXpress telephony connections, monitor the health of the CallXpress server, and when deemed necessary, even reset the CallXpress system to bring it back to full functionality.</p> <p>The following functions are available as part of the CallXpress Reliability Application package:</p> <p>Automatic Line Testing – The CallXpress server can be configured to use its own ports to make calls to each of the configured ports on the system to check for port</p>

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		<p>status and response. If so configured, this application will restart the CallXpress system if it detects significant errors during these periodic line tests.</p> <p>High CPU Usage Monitor – CallXpress can be configured to monitor the CPU utilization on its own platform. If the usage percentage remains too high for a period of time (indicating a system that may be locked up), the Reliability Application can be configured to restart the CallXpress server. The settings for both the utilization percentage and the elapsed time can be controlled by the system administrator.</p> <p>High Memory Usage Monitor - CallXpress can be configured to monitor the memory usage on its own platform. If the utilization rises above a specific threshold for a defined period of time, the Reliability Application can be configured to restart the CallXpress server. The settings for both the memory utilization and the time can be controlled by the system administrator.</p> <p>In addition to restarting a troubled system, , the Reliability Application can also be configured to send alerts to predefined administrators or support personnel. This can be done along with or in place of resetting the system. CallXpress can send short text messages to specified e-mail addresses in response to specific critical events and errors.</p>
C44	<p>Backup across the network – allows the administrator(s) to backup any PBX or other Telephony Platform on the network from a centralized management position.</p>	<p>The CallXpress utilities include a program to backup and restore the CallXpress database and configuration settings, mailboxes and associated audio files, including voice messages. Automated system backups can be scheduled to run during the nightly routines. The system can be restored from these backup files. It is possible to restore any part of a system, from a full system restore down to just restoring the messages for a single user mailbox. Individual mailboxes can be restored while the system is running. This backup utility supports all media supported by the operating system allowing the administrator to backup data to shared directories on the network, hard disk drives, tape, magneto-optical disks, or floppy disks.</p> <p>Archive can be initiated from the local CallXpress server or from any workstation with the Archive utility installed. Furthermore, Archive can be run through command line or written into a batch file.</p>
C45	<p>LDAP directory synchronization – allows the administrator to utilize Lightweight Directory Access Protocol (LDAP) to synchronize the PBX or other Telephony Platform database with a directory server.</p>	<p>Currently, LDAP directory synchronization of the subscriber database is not supported.</p>
C46	<p>Active Directory synchronization – If a separate facility or installation option is provided for integration directly with Windows Active Directory, please describe and specify.</p>	<p>CallXpress supports subscriber administration through a snap-in component for the Microsoft Management Console and Active Directory. This snap-in adds an AVST tab to the property sheet for each CallXpress subscriber shown with the Active Directory Administration Tool. Once the snap-in has been added to the Active Directory administrator's program, when new users are added to the Active Directory database, they can also be added to CallXpress. Users can also be</p>

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		maintained from this tool allowing administrators to perform all regular maintenance from a single application. This feature does not require any changes to the Active Directory schema.
C47	Password aging – force users to automatically change passwords at pre-determined intervals.	CallXpress allows the system administrators to configure CallXpress to require users to change their security codes on a regular basis. The system can be set up to support security codes that last anywhere from 1 day to 365 days. Administrators can also configure the system to warn users of the impending expiration of their security code anywhere from 1 to 31 days before it is set to expire. If a user allows their security code to expire, they can still log into their mailbox with their old security code but the only function available to them will be to change their security code.
C48	Invalid login threshold – creates a record of all invalid attempts to log into the system administration package and locks out the user after five (5) invalid attempts for specified period of time.	CallXpress can be configured to lock a subscriber mailbox in the event of a certain number of attempts at logging in with an invalid password. The administrator can set a count for unsuccessful logon attempts (anywhere from 1 to 255 attempts) and when that threshold is exceeded, the mailbox will be locked out. A mailbox can only be unlocked by a system administrator with the appropriate rights. While locked out, the mailbox will continue to take messages.
C49	Change report history – provides a report of all programming changes and the source for documentation and authorization purposes.	All changes made by system administrators are logged in the Windows Application Log and can be viewed using the Windows Event Viewer. These log entries include the name of the administrator, the changes made and the time and date of the changes.
C50	Please provide any 3 rd party licensing, or add-on features that are available.	Optional 3rd party licensing and add-on features cost has been included in Attachment E.
C51	Vendor warranty service – provide a description of your warranty service, including guaranteed response times, preventive maintenance schedules, and any added service offerings.	<p>The Black Box's Customer Solutions Center (CSC) will provide telephone technical support during normal business hours of 8:00 AM-5:00 PM, Monday-Friday. Emergency after hour technical support is available on a call back basis for Priority 1 issues. The XpressCare Service Plan protects your investment by including all major and minor software upgrades to subsequent software versions as they became available.</p> <p>Remote Response within Ninety (90) Minutes of Initial Call for Priority 1 Issues Remote Response within Twenty-Four (24) Hours of Initial Call for Priority 2 and 3 Issues Priority 1: Performance prohibits the customer from conducting critical business function, thereby creating an emergency situation. Priority 2: Performance has significant impact on a business function, but the customer's business is still functioning. Priority 3: Performance has a minor impact on the customer's business operations. Please reference Black Box XpressCare Service Plan under Tab 7 for a complete description of the Black Box service offering.</p>

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C52	Please describe the support options available to The County for the proposed product.	Please reference Black Box XpressCare Service Plan under Tab 10 for a complete description of the Black Box service offering.
C53	Maintenance support programs - provide a description and pricing of all available maintenance plans for service after the warranty period. Please provide pricing for any extended warranties available.	<p>Black Box's Customer Solutions Center (CSC) will provide remote diagnostics and resolve the problem or dispatch on-site assistance if needed. The maintenance plans include all parts, labor, priority response and emergency protection for major and minor failures.</p> <p>In addition to the first and second level technical support provided by Black Box, we have included AVST XpressCare in our proposal that provides Major Software Upgrades, Hot Fixes and Service Packs, however, any hardware required or on-site labor to perform an upgrade is billable at current rates Please reference Attached E (Tab 9) for the pricing details and Tab 10 for Black Box's maintenance support program.</p>
C54	Response time: provide a description of your response time to post-warranty support; please include the time for each category of response (e.g. emergency, standard, add, move & change, etc.).	<p>Remote Response within Ninety (90) Minutes of Initial Call for Priority 1 Issues</p> <p>Remote Response within Twenty-Four (24) Hours of Initial Call for Priority 2 and 3 Issues, as well as MAC.</p> <p>Priority 1: Performance prohibits the customer from conducting critical business function, thereby creating an emergency situation.</p> <p>Priority 2: Performance has significant impact on a business function, but the customer's business is still functioning.</p> <p>Priority 3: Performance has a minor impact on the customer's business operations.</p> <p>Please reference Black Box XpressCare Service Plan under Tab 10 for a complete description of the Black Box service offering.</p>
C55	Describe your company's relationship with the product(s) manufacturer(s), including how long the sales distribution and maintenance agreements have been established and provide a letter from the manufacturer certifying your business relationship.	Black Box has been a long-term partner of AVST, dating back to early 1990. Black Box is one of AVST most successful and largest partner in North America. Please reference the AVST manufacturer certification letter under Tab 11.
C56	Please provide any additional information that would assist The County in making the choice for the proposed product.	Additional information including a detail description of the Octel TUI Emulation can be found under Tab 11.
	Unified Communications	
C57	Mandatory. The proposed Voice Mail system must be able to support Unified Communications functionality as specified in this section. Is this capability integrated? Describe.	AVST's powerful Unified Communications solution, CallXpress, has been among the most trusted communication platforms available for the past 26 years. CallXpress delivers all of the innovative features that companies just like yours need the most—including advanced call processing, voicemail, unified messaging, fax, notification and speech (personal assistant and automated attendant).


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C58	<p>Optional – (Optional Pricing to add e-mail and fax Unified Communications to the Voice Mail system). For Unified Messaging, indicate if a portion of pricing includes integration with email system(s), number of users also Faxing, number of users. If not included, indicate optional costs to add.</p>	<p>CallXpress can integrate to fax servers via a fax connection. Since faxing is not part of the CallXpress system there are no user licenses required. Unified Messaging Licenses are required for integration to email system. The CallXpress can integrate with one email server and the other email would be via the ICA . There is no charge for the email software integration on CallXpress. Black Box has included the cost for the Fax server connection and the various Unified Messaging user license offers in Attachment A.</p>
C59	<p>Can the Voice Mail system platform be upgraded to provide integration with <u>fax delivery</u>? <i>Describe system capabilities and proposed options</i></p>	<p>AVST is an OEM partner with Captaris, the manufacturer's of RightFax. As such, CallXpress can integrate to a customer's existing RightFax fax server or RightFax can be purchased as a complete unified communications platform. The integration between CallXpress and RightFax gives users telephone-based unified messaging functionality as well as adds fax functionality to the call processing engine. With this integration:</p> <ul style="list-style-type: none"> • Users can access their fax messages from the telephone interface. CallXpress will list their fax messages (in either the same queue as their email and voice messages or in a separate queue) and will allow users to forward those messages to any convenient fax machine. CallXpress users with email access can also forward email messages to any fax machine including the ability to render out most common attachment types. • Menus can be created that can send out fax documents from a library to callers using either Same Call Fax or Callback Fax (fax library). • CallXpress IVR and Access SDK applications can be fax-enabled. <p>Furthermore, RightFax provides a complete desktop network fax solution for both inbound and outbound fax capabilities.</p> <p>Alternatively, CallXpress can integrate to many popular third-party fax servers to supply telephone-based unified messaging functionality to the CallXpress users. This integration works for third-party fax servers which store the users' fax messages in either their Microsoft Exchange or Lotus Notes email mailboxes. With this integration, CallXpress users can access their fax messages from the telephone interface. CallXpress will list their fax messages (in either the same queue as their email and voice messages or in a separate queue) and will allow users to forward those messages to any convenient fax machine. CallXpress users with email access can also forward email messages to any fax machine. If the fax server supports the feature, the forwarded email messages will also render out most common attachment types.</p>

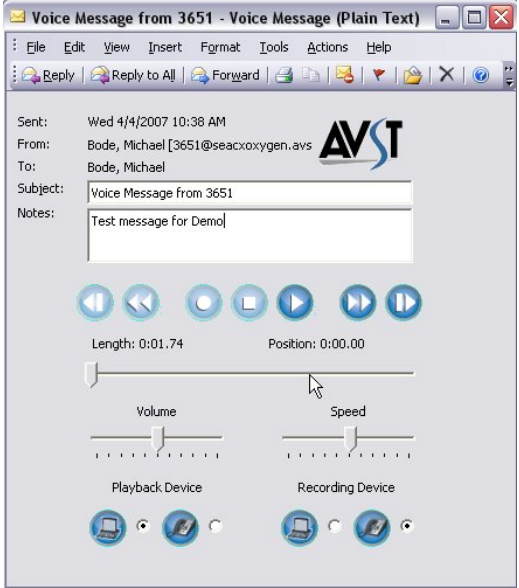
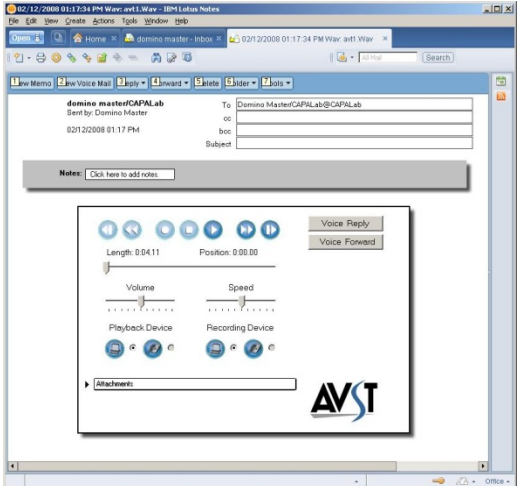
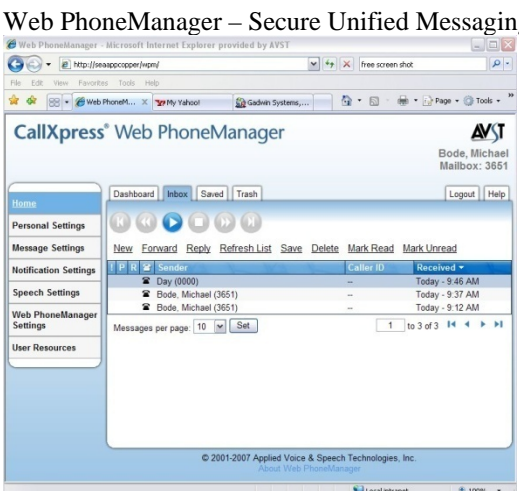
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C60	Can the Voice Mail system platform be upgraded to provide integration with <u>electronic mail</u> systems to unify message delivery? <i>Describe system capabilities and proposed options.</i>	CallXpress can be easily upgraded from traditional voice mail and call processing capabilities, to unified messaging (4 flavors) to a full unified communications suite.
C61	Describe the capability for interfacing with Exchange. Maricopa County currently has 15,000+ email users.	<p>Unified Messaging for Microsoft Exchange is a server-based implementation of unified messaging designed to function within Microsoft Exchange messaging environments. This integration supports Microsoft Exchange 2000, Exchange 2003 and Exchange 2007. User's voice and fax messages are generated on the CallXpress server and moved to their Inbox on the Exchange server. Users can access their messages from the Inbox in their Microsoft Outlook client or via a web connection to the Microsoft Outlook Web Access application. This integration supports custom forms for Microsoft Outlook that add the additional tools required to quickly and easily process their voice and fax messages. An optional MWI component can be installed on the Exchange email servers to allow the application to control the MWI indicators on the user's telephones.</p> <p>Users can also access all of their messages, voice, fax and email, over the telephone interface. CallXpress uses advanced text to speech rendering technology read the subject line and body of the user's email messages to them over the phone. Users can reply to both internal and external email messages (sending a voice recording attachment) and forward email messages to other system users.</p> <p>Furthermore, with the addition of the <u>optional</u> CallXpress Speech Server, in addition to accessing all message types (voice fax and email) subscribers can now access their Exchange Calendar and make outbound calls to personal contacts.</p> <p>CallXpress is fully supported integrated to both Exchange 2003 and Exchange 2007 on the same CallXpress server.</p>
C62	Describe the capability for interfacing with Microsoft Exchange 2007. There are 3,500 users on Microsoft Exchange.	<p>Unified Messaging for Microsoft Exchange is a server-based implementation of unified messaging designed to function within Microsoft Exchange messaging environments. This integration supports Microsoft Exchange 2000, Exchange 2003 and Exchange 2007. User's voice and fax messages are generated on the CallXpress server and moved to their Inbox on the Exchange server. Users can access their messages from the Inbox in their Microsoft Outlook client or via a web connection to the Microsoft Outlook Web Access application. This integration supports custom forms for Microsoft Outlook that add the additional tools required to quickly and easily process their voice and fax messages. An optional MWI component can be installed on the Exchange email servers to allow the application to control the MWI indicators on the user's telephones.</p> <p>Users can also access all of their messages, voice, fax and email, over the telephone interface. CallXpress uses advanced text to speech rendering technology read</p>

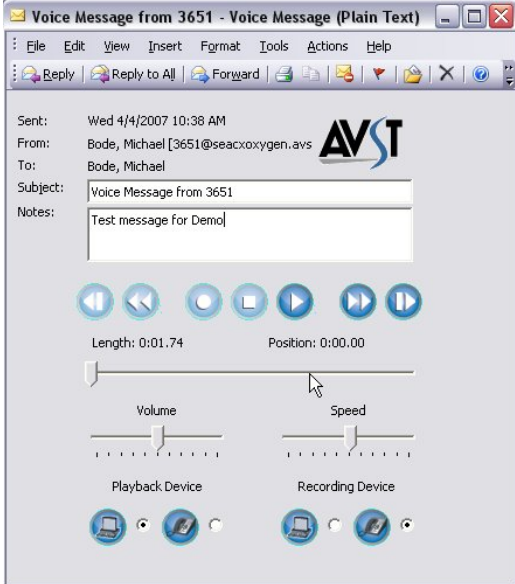
No.	Question	Proposer Response
		<p>the subject line and body of the user's email messages to them over the phone. Users can reply to both internal and external email messages (sending a voice recording attachment) and forward email messages to other system users.</p> <p>Furthermore, with the addition of the <u>optional</u> CallXpress Speech Server, in addition to accessing all message types (voice fax and email) subscribers can now access their Exchange Calendar and make outbound calls to personal contacts.</p> <p>CallXpress is fully supported integrated to both Exchange 2003 and Exchange 2007 on the same CallXpress server.</p>
C63	<p>Ability for user to manage voicemail messages on their computer. Please answer the following questions regarding unified messaging features:</p>	<p>CallXpress can be deployed as a single store, dual store or a hybrid. As such, CallXpress supports four types of unified messaging architecture:</p> <ul style="list-style-type: none"> • Server-based Unified Messaging • Client-based Unified messaging • Secure Unified Messaging • Simplified Unified Messaging <p>Each architecture supplies a slightly different set of features.</p> <p>For server-based unified messaging implementations, the users' voice (and fax) messages are captured by the CallXpress server and then moved to their email Inbox on their email server. All their messages are now in a single message store. Server-based unified messaging fully leverages all of the email client features and well as the email server features.</p> <p>With Client-based Unified Messaging, voice and fax messages remain on the CallXpress server. Users configure their IMAP-compatible email client to connect to CallXpress. This connection displays the voice and fax messages in their email client in a separate Inbox from their email messages. Users can listen to their voice messages and view their fax messages from their desktop email client. Voice and fax messages can be deleted, forwarded, saved and even dragged into common folders. For Microsoft Outlook users, custom forms are installed that give users the tools needed to efficiently process their voice and fax messages. For users of other email clients, the voice and fax messages appear as standard email messages with file attachments. Voice messages can be played by any media player capable of playing wave files and fax messages can be viewed using any graphic viewer supporting Group IV tiff files. CallXpress also supports the AVST MediaPlayer which allows users to play their messages from their email client either from their PC speakers or through the telephone.</p> <p>Users can also access all of their messages, voice, fax and email, over the telephone interface. CallXpress uses advanced text to speech rendering technology read the subject line and body of the user's email messages to them over the phone. Users can reply to both internal</p>

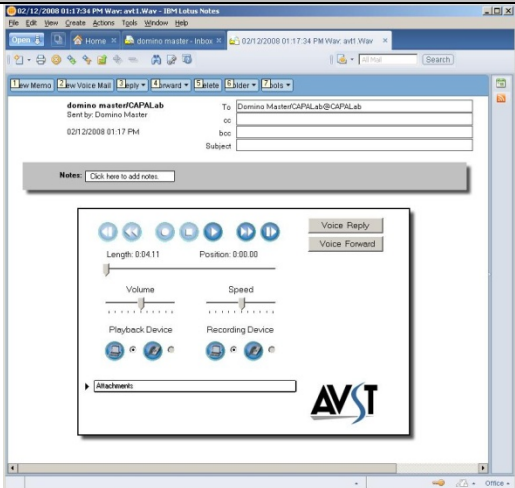
No.	Question	Proposer Response
		<p>and external email messages (sending a voice recording attachment) and forward email messages to other system users.</p> <p>With secure unified messaging, all voice (and optionally fax) messages are stored on the CallXpress server. Voice and fax messages are accessed and managed from the Web PhoneManager application, rather than from within an email client. As an enhancement, access to voice messages from this interface can be made completely secure by requiring that the playback of messages be restricted to the telephone or streamed using the Windows Media Server media streaming. When configured in this manner, users never have possession of the actual voice and fax message, and therefore they cannot be forwarded externally. With this configuration, system administrators have the assurance that voice messages are kept separate from email messages so that separate rules for confidentiality, discoverability, and compliance can be applied. As an option, a simple, small text-based email message can be sent to the users e-mail Inbox which contains a link back to the Web PhoneManager application. When this link is clicked by the user, the CallXpress Web PhoneManager is launched.</p> <p>For simplified unified messaging implementations, the system administrator can configure a subscriber's CallXpress mailbox to automatically send an email message to their email account each time a voice or fax message is received. This email message can contain the message (voice or fax) as an attachment. This creates two copies of the message; one on the CallXpress system and one in their email Inbox. Each copy must be separately managed (saved, deleted, etc.). This version of unified messaging does not require the user to have a Unified Messaging license; it can be set up for any user.</p> <p>Unlike all competitive solutions, CallXpress allows an administrator to define on a per user basis the storage location and the type of unified messaging the subscriber utilizes on a single server.</p>
C64	Are voice and email messages displayed in the same application?	For server-based or client based unified messaging, all messages (voice, fax and email) are accessed and managed through the subscriber's email application.
C65	List the email systems and versions that are compatible with this product.	<p>CallXpress unified messaging supports a wide range of groupware systems using both proprietary protocols and email standards to connect to the various systems. The following groupware/email system integrations are available:</p> <ul style="list-style-type: none"> • Microsoft Exchange • IBM/Lotus Notes • IMAP standard • SMTP standard <p>Using these integrations, CallXpress can offer unified messaging in virtually any groupware or email environment.</p>

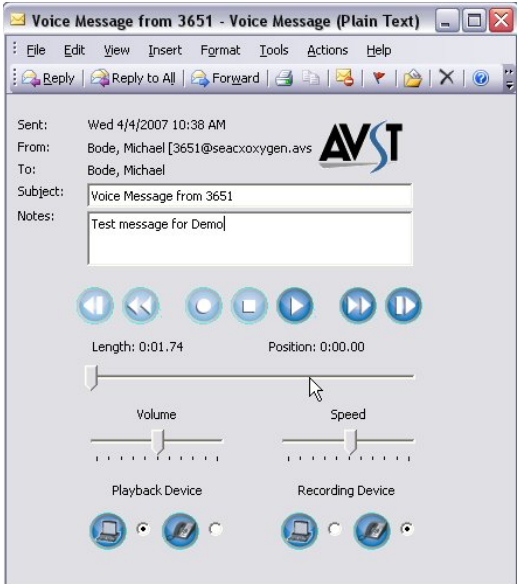
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C66	Does the system store the incoming caller's number in the message header information?	<p>CallXpress is capable of capturing the telephone number of the party calling into the system (based on integration capabilities) and then using that information in a number of ways. When ANI/CLID information is successfully captured, the system will use it in various ways, including:</p> <ul style="list-style-type: none"> • Supporting auto login and trusted logon from an external telephone. • Placing the information in the message envelope. • Reading the information to the caller as part of the message envelope. • Placing the number in the subject line for a message in unified messaging. • Making it accessible via Automated Agent and Access SDK developer tools. • Displaying it in certain reports.
C67	Does the system correlate caller's number with contact information provided in the messaging application or other contact database?	<p>For subscribers of CallXpress, multiple telephone numbers including primary extension, alternate PBX extensions or external telephone numbers can be associated to the subscriber's mailbox. For such a subscriber when leaving a voice message for another subscriber from the calling subscriber's cell phone, the receiving subscriber receives confirmation that the message is from another subscriber (spoken name) as well as the ANI of the sending subscriber's device. Furthermore, with the <i>optional</i> CallXpress Speech server, CallXpress Speech will attempt to match both the callers spoken name (call screening) and / or the caller's telephone number with the subscriber's personal contacts. For such a message, the subscriber will receive a voice message with the following envelope information: "Voice Message from An Outside Caller at 4259511651 matching your contact Mike Bode".</p>
C68	Can the system use voice commands to dial from the contact database? Describe	<p>The <i>optional</i> CallXpress Speech Server allows individual users to create a personal address book. This book can contain entries that allow the user to call or send messages to the contacts in the book. The entry can contain the following information about each contact:</p> <ul style="list-style-type: none"> • Business phone number • Home phone number • Mobile phone number • Fax phone number • Email address <p>This information allows the user to interact with their contact in the following ways:</p> <ul style="list-style-type: none"> • Place calls to the contact • Forward messages to the contact (voice, fax and email) • Send new messages to the contact (email messages with voice file attachments or pure text messages) <p>These numbers can be used as entries in the user's personal distribution lists. Users can also access this</p>

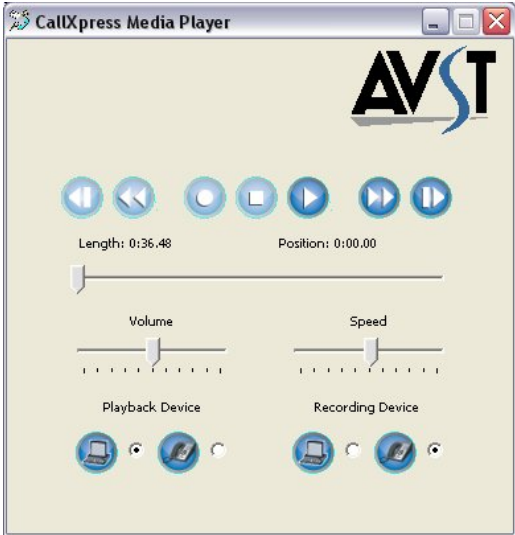
No.	Question	Proposer Response
		<p>information over the telephone: “Get contact info on John Tyler.”</p> <p>Users create and maintain their address book from the CallXpress Web PhoneManager client or can import the entries from their Microsoft Outlook Contact’s database. With the release of CallXpress 8.0, CallXpress Speech will also support integration to a Lotus Notes contact database.</p>
C69	Can user set up message management folders?	For server-based or client-based unified messaging, subscribers can move voice or fax messages to personal folders within the email client.
C70	When voicemail messages are deleted on the computer, are they also deleted from the voicemail box, and vice versa?	<p>For server-based, client-based and secure unified messaging, message management is fully synchronized between the GUI and TUI.</p> <p>For simplified unified messaging (SMTP Notification), synchronization between the GUI and TUI is not applicable.</p>
C71	Can the system accommodate fax delivery to a non-DID extension?	Yes
C72	Indicate the approximate frequency of updates to the major release level (e.g. the time between release n and release n+1). Provide the release history.	<p>AVST typically releases one major and one minor release within a 12 month period.</p>  <p>CallXpress 7.91 Software Release No</p>
C73	Indicate the methods and procedures used to update the software due to bugs or errors that are discovered in operation and servicing. What is the committed time to fix a service effecting bug or error?	AVST releases one to two major and or minor releases a year.
C74	Indicate the methods and procedures used to update the software, due to variations from specifications that are discovered in operation and servicing.	Dependent on the software variation the “fix” can be delivered via email and/or CD for download into the system.
C75	Can the system provide visitor or guest mailboxes?	CallXpress supports special mailboxes designed for temporary visitors, outside contractors or relatives. These mailboxes can receive messages from any subscriber but can send messages only to a single sponsor subscriber mailbox. When a visitor accesses his visitor mailbox, all messages sent to the visitor are automatically played and discarded.
C77	Describe the graphical user interface (GUI) clients available to the user to access voice, fax, and optionally email messages from a PC.	Outlook – Server-based / Client-based

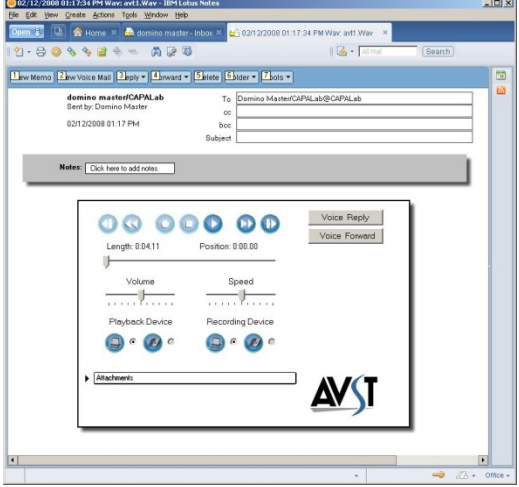
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		 <p>The screenshot shows a 'Voice Message from 3651 - Voice Message (Plain Text)' window. It includes a menu bar (File, Edit, View, Insert, Format, Tools, Actions, Help) and a toolbar with icons for Reply, Reply to All, Forward, and other actions. The message details are: Sent: Wed 4/4/2007 10:38 AM, From: Bode, Michael [3651@seacoxxygen.avs], To: Bode, Michael, Subject: Voice Message from 3651, Notes: Test message for Demo. Below the details are playback controls: Length: 0:01.74, Position: 0:00.00, Volume, Speed, Playback Device, and Recording Device. The AVST logo is visible in the top right corner.</p> <p>Lotus Notes – Server-based</p>  <p>The screenshot shows a Lotus Notes web interface. The main content area displays a message from 'domino-master@CAPLAB' sent by 'Domino Master' on 02/12/2008 01:17 PM. Below the message is a 'Notes' section with a 'Click here to add notes' button. A voice message playback window is overlaid on the message, showing controls similar to the first screenshot, including Length: 0:04:11, Position: 0:00:00, Volume, Speed, Playback Device, and Recording Device. The AVST logo is visible in the bottom right corner of the playback window.</p> <p>Web PhoneManager – Secure Unified Messaging</p>  <p>The screenshot shows a 'Web PhoneManager' interface in a Microsoft Internet Explorer browser. The page title is 'Web PhoneManager - Microsoft Internet Explorer provided by AVST'. The URL is 'http://seacocopper/vpm/'. The page has a navigation bar with links: Home, Dashboard, Inbox, Saved, Trash, Logout, Help. The main content area shows a list of messages with columns: New, Forward, Reply, Refresh List, Save, Delete, Mark Read, Mark Unread. The messages are: Day (0000) -- Today - 9:46 AM, Bode, Michael (3651) -- Today - 9:37 AM, Bode, Michael (3651) -- Today - 9:12 AM. The AVST logo is visible in the top right corner. The footer text is '© 2001-2007 Applied Voice & Speech Technologies, Inc. About Web PhoneManager'.</p>
C78	Describe your support policy for using third-party IMAP4-compliant email clients.	<p>With Client-based Unified Messaging, voice and fax messages remain on the CallXpress server. Users configure their IMAP-compatible email client to connect to CallXpress. This connection displays the</p>

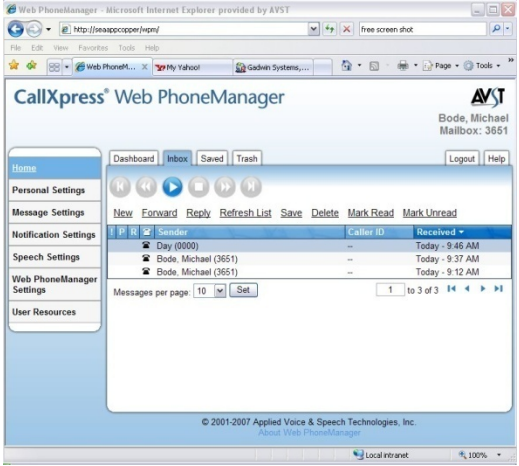
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		<p>voice and fax messages in their email client in a separate Inbox from their email messages. Users can listen to their voice messages and view their fax messages from their desktop email client. Voice and fax messages can be deleted, forwarded, saved and even dragged into common folders. For Microsoft Outlook users, custom forms are installed that give users the tools needed to efficiently process their voice and fax messages. For users of other email clients, the voice and fax messages appear as standard email messages with file attachments. Voice messages can be played by any media player capable of playing wave files and fax messages can be viewed using any graphic viewer supporting Group IV tiff files. CallXpress also supports the AVST MediaPlayer which allows users to play their messages from their email client either from their PC speakers or through the telephone.</p> <p>Users can also access all of their messages, voice, fax and email, over the telephone interface. CallXpress uses advanced text to speech rendering technology read the subject line and body of the user's email messages to them over the phone. Users can reply to both internal and external email messages (sending a voice recording attachment) and forward email messages to other system users.</p>
C79	Describe the graphical user interface (GUI) clients available to the user to access voice, fax, and <u>Microsoft Exchange</u> email messages from a PC.	

No.	Question	Proposer Response
C80	Describe the graphical user interface (GUI) clients available to the user to access voice, fax, and <u>IBM Lotus</u> Domino email messages from a PC.	 <p>The screenshot shows the IBM Lotus Notes client interface. A window titled 'Voice Mail' is open, displaying a message from 'domino master@CAPLAB'. The message details include 'To: Domino Master@CAPLAB', 'cc: bco', and 'Subject:'. Below the message details, there is a 'Notes' section with a 'Click here to add notes' button. The main area of the window shows a playback interface for a voice message. It includes a progress bar with 'Length: 0:04:11' and 'Position: 0:00:00'. There are buttons for 'Voice Reply' and 'Voice Forward'. Below the progress bar, there are sliders for 'Volume' and 'Speed'. At the bottom, there are buttons for 'Playback Device' and 'Recording Device', and a list of attachments.</p>
C81	Describe how voice, text, and fax messages can be integrated so as to be viewed and acted upon from within the Microsoft Exchange client.	<p>Subscribers can access and manage all messages within the Outlook email client connected to Exchange. To do this, a subscriber would be configured for either server-based or client-based unified messaging.</p> <p>For server-based unified messaging implementations, the users' voice (and fax) messages are captured by the CallXpress server and then moved to their email Inbox on their email server. All their messages are now in a single message store. Server-based unified messaging fully leverages all of the email client features and well as the email server features.</p> <p>With Client-based Unified Messaging, voice and fax messages remain on the CallXpress server. Users configure their IMAP-compatible email client to connect to CallXpress. This connection displays the voice and fax messages in their email client in a separate Inbox from their email messages. Users can listen to their voice messages and view their fax messages from their desktop email client. Voice and fax messages can be deleted, forwarded, saved and even dragged into common folders. For Microsoft Outlook users, custom forms are installed that give users the tools needed to efficiently process their voice and fax messages. For users of other email clients, the voice and fax messages appear as standard email messages with file attachments. Voice messages can be played by any media player capable of playing wave files and fax messages can be viewed using any graphic viewer supporting Group IV tiff files. CallXpress also supports the AVST MediaPlayer which allows users to play their messages from their email client either from their PC speakers or through the telephone.</p> <p>Users can also access all of their messages, voice, fax and email, over the telephone interface. CallXpress uses advanced text to speech rendering technology read the subject line and body of the user's email messages to them over the phone. Users can reply to both internal and external email messages (sending a voice recording attachment) and forward email messages to other system users.</p>

No.	Question	Proposer Response
C82	Describe the integrated approach whereby voice and fax messages are stored separately from email but able to be viewed from the Microsoft Exchange client.	<p>With Client-based Unified Messaging, voice and fax messages remain on the CallXpress server. Users configure their IMAP-compatible email client to connect to CallXpress. This connection displays the voice and fax messages in their email client in a separate Inbox from their email messages. Users can listen to their voice messages and view their fax messages from their desktop email client. Voice and fax messages can be deleted, forwarded, saved and even dragged into common folders. For Microsoft Outlook users, custom forms are installed that give users the tools needed to efficiently process their voice and fax messages. For users of other email clients, the voice and fax messages appear as standard email messages with file attachments. Voice messages can be played by any media player capable of playing wave files and fax messages can be viewed using any graphic viewer supporting Group IV tiff files. CallXpress also supports the AVST MediaPlayer which allows users to play their messages from their email client either from their PC speakers or through the telephone. Users can also access all of their messages, voice, fax and email, over the telephone interface. CallXpress uses advanced text to speech rendering technology read the subject line and body of the user's email messages to them over the phone. Users can reply to both internal and external email messages (sending a voice recording attachment) and forward email messages to other system users.</p>
C83	Describe how voice, text, fax, and email messages can be viewed and acted upon within the Microsoft Exchange client from a single unified Inbox.	<p>For server-based unified messaging implementations, the users' voice (and fax) messages are captured by the CallXpress server and then moved to their email Inbox on their email server. All their messages are now in a single message store. Server-based unified messaging fully leverages all of the email client features and well as the email server features.</p> 

No.	Question	Proposer Response
C84	Describe how voice, text, and fax messages can be integrated so as to be viewed and acted upon from within the Lotus Notes client. We desire an integrated approach whereby voice and fax messages must be stored separately from email but able to be viewed from the IBM Lotus Notes client.	<p>With Client-based Unified Messaging for Lotus Notes, voice and fax messages remain on the CallXpress server. Users configure their Lotus Notes email client to connect to CallXpress. This connection displays the voice and fax messages in their email client in a separate Inbox from their email messages. Users can listen to their voice messages and view their fax messages from their desktop email client. Voice and fax messages can be deleted, forwarded, saved and even dragged into common folders.</p> <p>For users of other Lotus Notes clients configured for client-based unified messaging, the voice and fax messages appear as standard email messages with file attachments. Voice messages can be played by any media player capable of playing wave files and fax messages can be viewed using any graphic viewer supporting Group IV tiff files. CallXpress also supports the AVST MediaPlayer which allows users to play their messages from their email client either from their PC speakers or through the telephone. Client-based unified messaging is not supported prior to the R7.0.2 notes client. This is due to a problem with the way Lotus Notes Clients handled IMAP connections in prior releases.</p>  <p>Users can also access all of their messages, voice, fax and email, over the telephone interface. CallXpress uses advanced text to speech rendering technology read the subject line and body of the user's email messages to them over the phone. Users can reply to both internal and external email messages (sending a voice recording attachment) and forward email messages to other system users.</p>
C85	Describe how voice, text, fax, and email messages can be viewed and acted upon within the IBM Lotus Notes client from a single unified Inbox.	<p>For server-based unified messaging implementations, the users' voice (and fax) messages are captured by the CallXpress server and then moved to their email Inbox on their email server. All their messages are now in a single message store. Server-based unified messaging fully leverages all of the email client features and well as the email server features.</p>

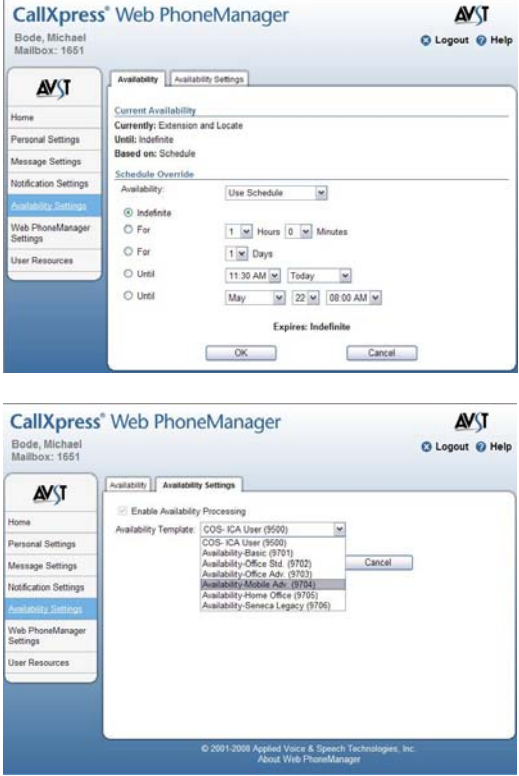
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C86	Describe how users access their voice, text, and fax messages, as well as their email messages, via a Web browser.	<p>Depending on the Unified Messaging architecture defined for the subscriber, the access method varies.</p> <p>Server-based UM: Since all messages are stored on the email server, the subscriber would access and manage voice, fax and email messages utilizing the email servers web interface.</p> <p>Client-based UM: Voice and fax messages are stored on CallXpress. In addition to access to voice messages through their email client, the subscriber could also access their voice and fax messages through Web PhoneManager (see Secure / Web-based UM). Access to email messages would be done through the web interface supported by the email server.</p> <p>Secure / Web-based UM: Voice and fax messages are stored on CallXpress. The subscriber can access their voice and fax messages through Web PhoneManager. Access to email messages would be done through the web interface supported by the email server.</p> <p>Simplified UM: If the subscriber utilizes simplified unified messaging, the subscriber could access and manage the notification and attached voice message (if allowed by the administrator) from the web interface of the destination SMTP email address.</p>
C87	Users must be able to be prevented from storing voice messages on a PC if desired.	<p>With secure unified messaging, all voice (and optionally fax) messages are stored on the CallXpress server. Voice and fax messages are accessed and managed from the Web PhoneManager application, rather than from within an email client. As an enhancement, access to voice messages from this interface can be made completely secure by requiring that the playback of messages be restricted to the telephone or streamed using the Windows Media Server media streaming. When configured in this manner, users never have possession of the actual voice and fax message, and therefore they cannot be forwarded externally. With this configuration, system administrators have the assurance that voice messages are kept separate from email messages so that separate rules for confidentiality, discoverability, and compliance can be applied. As an option, a simple,</p>

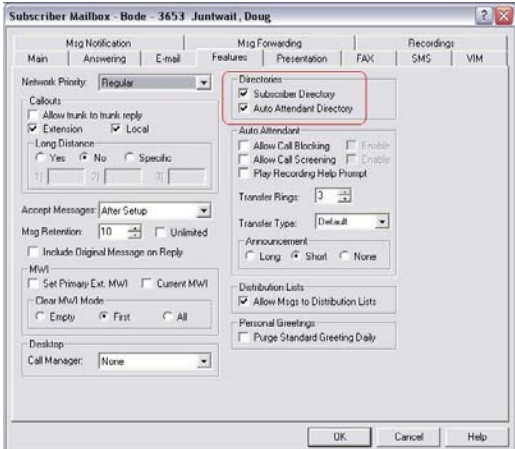
No.	Question	Proposer Response
		<p>small text-based email message can be sent to the users e-mail Inbox which contains a link back to the Web PhoneManager application. When this link is clicked by the user, the CallXpress Web PhoneManager is launched.</p> 
C88	The system must support Secure Sockets Layer (SSL) Web connections.	SSL is fully supported with Client-based unified messaging and secure / web-based unified messaging.
C89	Describe how desktop PC client software can be deployed. SMS (Microsoft Systems Management Server) must be supported for deployment.	<p>CallXpress Unified Messaging provides the following two automated methods for installing client files on subscriber workstations from a network share:</p> <ul style="list-style-type: none"> • “Push” installation, in which an administrator starts the installation routine and the subscribers are not involved in it • “Pull” installation, in which subscribers receives a link or path to the installation routine and start it themselves <p>“Push” Installation</p> <p>A “push” installation can be either attended or unattended, but all subscribers’ computers must be on and connected to the network. Both attended and unattended push installs rely on third-party push-installation software packages, all of which allow you to enter the name of an executable with command line arguments to be run on the client machine.</p> <p>The following example shows typical command line syntax to perform an attended “push” install for a subscriber with a mailbox number of 1234 and extension 1234. All other install values would come from the Admin.ini parameter file, which was created during the administrator setup.</p> <p>Executable: setup.exe</p> <p>Command line arguments: -vAdmin.ini -b1234 -u1234</p> <p>The following example shows typical command-line syntax for an unattended push install supporting a subscriber with a mailbox of 1234 and extension 1234. All other installation settings come from the Admin.ini file.</p> <p>For an unattended “push” install (also called a silent install), you must include the –s switch and provide a</p>


No.	Question	Proposer Response																				
		<p>response file. This file is created for you by the administrator setup and is always called Setup.iss in that context. For other setups, you can use the -f1 switch to rename the response file. The -s switch must always be the last argument on the command line.</p> <p>Executable: setup.exe</p> <p>Command line arguments: -vAdmin.ini -b1234 -u1234 -f1setup.iss -s</p> <p>“Pull” Installation</p> <p>A “pull” installation is always attended because a subscriber must be present to start it. To set up a “pull” installation for a group of subscribers, the administrator must provide a copy of the shortcut file UM Install.lnk to each user in the group. This file is created as part of the administrator setup process and placed on the network share with the other install files. An administrator can distribute the shortcut file to the subscribers in one of two ways:</p> <ul style="list-style-type: none">• Use whatever “push” installation software the customer has to place it on the subscribers’ desktops.• Send it to all customers as an email attachment. <p>The subscriber then double-clicks the file to begin the installation. The file is configured to invoke the following command line:</p> <p>setup.exe -vAdmin.ini</p> <p>In this command line, Admin.ini is the name of the parameter file created during administrator setup. The following table lists the valid command line arguments for both “push” and “pull” installations.</p> <table><tr><th>Argument</th><th>Description</th></tr><tr><td>-?</td><td>Displays usage dialog showing command line parameters and values.</td></tr><tr><td>-a</td><td>Performs an administrator install. When this switch is specified, the setup file is created in the same directory that contains the file Admin.ini. This switch should not be used with the -s or -r switches.</td></tr><tr><td>-b</td><td>Mailbox. For example, -b1234 where your mailbox is 1234.</td></tr><tr><td>-h</td><td>Server name. For example -hCallXpr1 where your telephony server is CallXpr1.</td></tr><tr><td>-l</td><td>Record device. Values are s for sound card and t for telephone.</td></tr><tr><td>-j</td><td>Playback device. Values are s for sound card and t for telephone.</td></tr><tr><td>-k</td><td>Is an install OKI driver override. Values are y for Yes and n for No.</td></tr><tr><td>-l</td><td>Auto-play setting. Values are a for Always, u for New/Unread and n for Never.</td></tr><tr><td>-n</td><td>Record message format. Values are m for Mu-Law, a for A-Law, p for Linear PCM, d for OKI ADPCM, and g for GSM 610.</td></tr></table>	Argument	Description	-?	Displays usage dialog showing command line parameters and values.	-a	Performs an administrator install. When this switch is specified, the setup file is created in the same directory that contains the file Admin.ini. This switch should not be used with the -s or -r switches.	-b	Mailbox. For example, -b1234 where your mailbox is 1234.	-h	Server name. For example -hCallXpr1 where your telephony server is CallXpr1.	-l	Record device. Values are s for sound card and t for telephone.	-j	Playback device. Values are s for sound card and t for telephone.	-k	Is an install OKI driver override. Values are y for Yes and n for No.	-l	Auto-play setting. Values are a for Always, u for New/Unread and n for Never.	-n	Record message format. Values are m for Mu-Law, a for A-Law, p for Linear PCM, d for OKI ADPCM, and g for GSM 610.
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-?	Displays usage dialog showing command line parameters and values.																					
-a	Performs an administrator install. When this switch is specified, the setup file is created in the same directory that contains the file Admin.ini. This switch should not be used with the -s or -r switches.																					
-b	Mailbox. For example, -b1234 where your mailbox is 1234.																					
-h	Server name. For example -hCallXpr1 where your telephony server is CallXpr1.																					
-l	Record device. Values are s for sound card and t for telephone.																					
-j	Playback device. Values are s for sound card and t for telephone.																					
-k	Is an install OKI driver override. Values are y for Yes and n for No.																					
-l	Auto-play setting. Values are a for Always, u for New/Unread and n for Never.																					
-n	Record message format. Values are m for Mu-Law, a for A-Law, p for Linear PCM, d for OKI ADPCM, and g for GSM 610.																					
C90	Can users receive confirmation of message delivery?	<p>When sending a new message to another CallXpress from their mailbox, a subscriber may request a return receipt for the message. When the recipient accesses the message, a copy of the original message is placed back in the originating subscriber's mailbox, preceded by the prompt:</p> <p>"This message was received by <name>."</p> <p>For forwarded fax messages and messages sent to a networking mailbox (where actual receipt can’t be verified), the message confirmation states that the message was sent (not received) and will be proceeded by the phrase:</p> <p>"This message was delivered to <phone number or network node>."</p>																				

No.	Question	Proposer Response
C91	Subscribers can choose to have the system locate messages received from a specific caller or group of callers.	<p>Utilizing either the CallXpress Classic TUI or Octel Aria TUI, subscribers may retrieve messages from specific callers. This is not supported in the Serenade TUI.</p> <p>Furthermore, with the release of CallXpress 8.0, speech enabled subscribers can request messages from specific subscribers.</p>
C92	Does the system support return receipt (message delivery confirmation)?	<p>When sending a new message to another CallXpress from their mailbox, a subscriber may request a return receipt for the message. When the recipient accesses the message, a copy of the original message is placed back in the originating subscriber's mailbox, preceded by the prompt:</p> <p>"This message was received by <name>."</p> <p>For forwarded fax messages and messages sent to a networking mailbox (where actual receipt can't be verified), the message confirmation states that the message was sent (not received) and will be preceded by the phrase:</p> <p>"This message was delivered to <phone number or network node>."</p>
C93	If enabled, subscribers must be able to screen their telephone calls and choose to intercept the call to speak live with the caller. Describe presence capabilities such as; Busy, away, online, on the phone, not available and all the available presence features available in the proposed solution.	<p>Call Screening allows individual subscribers to have CallXpress request the name of the party attempting to transfer to the subscriber's extension through the automated attendant. When a subscriber enables this feature, prior to initiating a transfer to the subscriber's extension, CallXpress will prompt the caller to speak their name:</p> <p>"Who's calling, please?"</p> <p>and play a beep to allow the caller to identify themselves. When the subscriber answers the telephone, CallXpress will play the prompt:</p> <p>"Attendant transfer. [recorded caller name] is on the line. To accept the call, press one. To reject the call, press nine."</p> <p>If the subscriber presses [1], CallXpress completes the transfer and the caller is connected to the subscriber. If the subscriber presses [9], they simply hang up, and CallXpress retrieves the caller, and sends them to the subscriber's mailbox or ESP Call Processor (if programmed). This feature applies to transfer requests to a subscriber's Primary extension and all Alternate Extensions. In order to use this feature, each subscriber must be allowed by the system administrator to utilize the Call Screening feature. If allowed, either the system administrator or the subscriber may enable and disable the features operation. The feature can be controlled by the user from PhoneManager, Desktop PhoneManger or Web PhoneManager.</p> <p>With the <i>optional</i> CallXpress Speech server, The CallXpress Speech Server supports Call Screening. If the user's Class of Service allows the feature, and the user has the feature enabled, when a caller attempts to transfer to the user, the caller will be prompted to speak their name:</p> <p>"Who's calling please?"</p> <p>When the system user answers the phone, they will be</p>

No.	Question	Proposer Response
		<p>prompted to either accept or reject the call: "You have a call from <call screening name>. Say accept call, reject call or acknowledge call.?" If the user rejects the transfer, the caller will be presented with other options (try another person, transfer to the operator or leave a message). If the user chooses to acknowledge the call, they will be prompted to record a short message that will be played to the caller. The system remembers a caller's name recorded during call screening throughout the duration of the call so if the caller transfers to another party who has call screening enabled, they will not be prompted to record their name a second time. Users can enable and disable call screening from either the telephone interface or the Web PhoneManager program.</p> <p>With the introduction of CallXpress 8.0 (currently in Beta), CallXpress will introduce a new feature called "Availability".</p> <p>Availability allows you to select the availability profile that matches your work situation. Each availability template has several presence settings such as "at work" and "out of office" as well as weekly calendar that automatically changes your availability on a daily basis. Each Availability setting refers to a call list of devices to call. For example the "at work" Availability uses a call list that starts with your office extension and then attempts to locate you at your work mobile, followed by your personal mobile phone number. There is no limit to the number of "Availability" profiles that can be defined by the administrator. Furthermore, an unlimited number of devices can be defined by the administrator. Once a device (Extension, Cell, home office, etc.) is defined by the administrator, the subscriber can modify the device's number.</p> <p>Availability can be modified by the subscriber through Web PhoneManager or through a speech user interface. For example, a subscriber can have an availability profile of "Out to Lunch". The "Out to Lunch" profile can change call routing to send callers directly to the subscriber cell phone or perhaps an assistant. Profiles can be set to automatically expire after "X" amount of time or enabled indefinitely (until subscriber changes their availability). For such a subscriber, when leaving for lunch, the subscriber can either go into Web PhoneManager or change their Availability to "Out to Lunch" or they can log into their mailbox and simply say "Change my Availability to Out to Lunch".</p>

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		 <p>As the CallXpress 8.0 architecture matures, AVST is planning on expanding the Availability features to look to third party “Presence” servers such as Microsoft OCS. With the integration to OCS, subscribers can create rules that will enable / disable specific Availability profiles based upon the subscribers’ presence in OCS.</p>
C94	Variable length subscriber passwords must be supported. State the minimum and maximum lengths.	The CallXpress system can be configured to require users to create security codes that contain at least a minimum number of digits. The system administrator can set the system to require anywhere from 2 to 15 digits in the user’s security code.
C95	How are initial passwords defined?	The system administrator can define a unique default security code to be used in place of 0000 whenever a new mailbox is created.
C96	State password reuse restrictions.	The administrator can specify the number of unique passwords subscribers must create before they are allowed to repeat them.
C97	Subscribers must be required to periodically change their passwords. Describe how the system prompts users to do so.	CallXpress allows the system administrators to configure CallXpress to require users to change their security codes on a regular basis. The system can be set up to support security codes that last anywhere from 1 day to 365 days. Administrators can also configure the system to warn users of the impending expiration of their security code anywhere from 1 to 31 days before it is set to expire. If a user allows their security code to expire, they can still log into their mailbox with their old security code but the only function available to them will be to change their security code.

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C98	The system must prevent the Administrator from obtaining a subscriber's passwords; however, if the password is forgotten, a new password can be issued that must be reset by the subscriber.	<p>Security codes are unavailable to system administrators... Administrators can only reset subscriber security codes to the system default or to a new password; they cannot view or discover them.</p> <p>Security codes are stored in an encrypted, proprietary database... Subscriber mailbox security codes are unavailable to subscribers and administrators even if they have physical access to the CallXpress server.</p>
C99	The system must lock a mailbox after multiple incorrect attempts to log in. Describe.	CallXpress can be configured to lock a subscriber mailbox in the event of a certain number of attempts at logging in with an invalid password. The administrator can set a count for unsuccessful logon attempts (anywhere from 1 to 255 attempts) and when that threshold is exceeded, the mailbox will be locked out. A mailbox can only be unlocked by a system administrator with the appropriate rights. While locked out, the mailbox will continue to take messages.
C100	The system must prevent unauthorized system access in order to transfer from the system. Detail how this is accomplished.	<p>First and foremost, CallXpress can not dial any number the PBX does not allow CallXpress to dial. Second, a unique dial plan can be created within CallXpress. Finally, on a per mailbox basis, the administrator can define the types of callouts CallXpress can make on behalf of the subscriber.</p> 
C101	The system must support segmenting groups of subscribers in order to restrict messaging capabilities between groups.	AVST does not support multiple tenants. However, the proposal includes two CallXpress servers. Each CallXpress server maintains its own unique database.
C102	The Administrator must be able to broadcast a message that is indicated as such when the subscriber logs on to the mailbox.	CallXpress fully supports Broadcast message capabilities. A Broadcast message is a prompt that is played to the subscriber upon logging into their mailbox.
C103	Can the System Administrator create an announcement that will automatically play to users when they log on to their mailboxes?	CallXpress fully supports Broadcast message capabilities. A Broadcast message is a prompt that is played to the subscriber upon logging into their mailbox.
C104	Describe how your system defines class of service and which capabilities are controlled by class of service.	For ease of administration, CallXpress supports the creation of Class of Service Mailboxes. These mailboxes allow administrators to group users based on common feature requirements. Once a user is assigned to a Class of Service, all changes made to that Class of Service are automatically reflected in the user's mailbox. After assigning subscribers to a Class of

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		Service, an administrator can apply changes globally or selectively to all the subscribers in the class. This allows organizations to easily define different CallXpress feature sets for subscribers with minimal effort.
C105	Describe how your system accommodates subscribers in different time zones receiving messages correctly time-stamped for the receiving subscriber's location. All time zones worldwide must be accommodated.	When the CallXpress server is accessed via the telephone user interface to listen to messages, the message header information played to the caller contains the time and date the message was left. By default, this information is read to the caller based on the time zone in which the CallXpress server is located. For users who are accessing messages from a different time zone, their mailboxes can be adjusted to compensate for the time differences and to read the message headers in such a way as to reflect their local time zone. As an example, if a user who was based in New York City logged into their CallXpress system located in Seattle and played the message header information for a message that was left on the server at 7:00 AM PST time, the message header would read: "This message was left at ten AM." Remote or traveling subscribers can use Desktop PhoneManager or Web PhoneManager to change the time offset associated with their mailbox to accommodate their current location.
C106	Describe the available standard reports, as well as viewing and printing options.	 CallXpress_Report_U tility_Version_7_91_(
C107	The capability to have the system backed up both automatically (unattended) and on demand (attended).	The CallXpress utilities include a program to backup and restore the CallXpress database and configuration settings, mailboxes and associated audio files, including voice messages. Automated system backups can be scheduled to run during the nightly routines. The system can be restored from these backup files. It is possible to restore any part of a system, from a full system restore down to just restoring the messages for a single user mailbox. Individual mailboxes can be restored while the system is running. This backup utility supports all media supported by the operating system allowing the administrator to backup data to shared directories on the network, hard disk drives, tape, magneto-optical disks, or floppy disks.
C108	Describe the messaging system's inherent networking capabilities. The system must support SMTP/MIME.	The Networking package can be added to any CallXpress server. All networking protocols, including CallXpress analog, CallXpress NetConnect digital, AMIS analog and VPIM digital, may be simultaneously utilized on the same CallXpress server, and are included in the single CallXpress Networking module.
C109	Describe the solution's ability to network with dissimilar systems via TCP/IP, AMIS and VPIM v2.	All networking protocols, including CallXpress Analog, CallXpress NetConnect Digital, AMIS Analog and VPIM Digital, may be simultaneously utilized on the same CallXpress server, and are included in the single CallXpress Networking module.

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C110	The system should use industry standards to store messages. What is the encoding (digitization) rate?	<p>CallXpress supports the use of the following audio file formats for recording messages:</p> <ul style="list-style-type: none"> • G.711 at 64 Kbits/sec u-law • G.711 at 64 Kbits/sec a-law • Linear PCM at 64 Kbits/sec • OKI/ADPCM at 24 Kbits/sec. • GSM 610 at 13 Kbits/sec <p>A single format is selected for all message recordings system-wide when the CallXpress system is first installed. The codec selection can be changed at any time. The default message-recording codec for systems installed in North America and Japan is PCM-Mu Law (G.711). PCM-A Law (G.711) is the default message-recording format for telephone systems outside North America and Japan. All of these codecs, with the exception of the OKI/ADPCM codec, generate audio files that can be played using the default audio players on all currently supported Windows operating systems.</p>
C111	How much space does a one minute message occupy?	<ul style="list-style-type: none"> • G.711 at 64 Kbits/sec u-law = 480Kbytes • G.711 at 64 Kbits/sec a-law = 480Kbytes • Linear PCM at 64 Kbits/sec = 480Kbytes • KI/ADPCM at 24 Kbits/sec. = 180Kbytes • GSM 610 at 13 Kbits/sec = 98Kbytes
C112	If permitted, all messages should be accessible in .wav file format.	Where permitted by the administrator, all messages are accessible in the .wav format.
C113	Describe in detail how the system provides integrated fax messaging capabilities.	<p>CallXpress can integrate to a customer's existing RightFax fax server. This integration gives users telephone-based unified messaging functionality as well as adds fax functionality to the call processing engine. With this integration:</p> <ul style="list-style-type: none"> • Users can access their fax messages from the telephone interface. CallXpress will list their fax messages (in either the same queue as their email and voice messages or in a separate queue) and will allow users to forward those messages to any convenient fax machine. CallXpress users with email access can also forward email messages to any fax machine including the ability to render out most common attachment types. • Menus can be created that can send out fax documents from a library to callers using either Same Call Fax or Callback Fax (fax library). • CallXpress IVR and Access SDK applications can be fax-enabled.
C114	Describe in detail how the system supports third-party fax servers.	<p>CallXpress can integrate to many popular third-party fax servers to supply telephone-based unified messaging functionality to the CallXpress users. This integration works for third-party fax servers which store the users' fax messages in either their Microsoft Exchange or Lotus Notes email mailboxes. With this integration, CallXpress users can access their fax messages from the telephone interface. CallXpress will list their fax messages (in either the same queue as their email and voice messages or in a separate queue) and</p>

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		<p>will allow users to forward those messages to any convenient fax machine. CallXpress users with email access can also forward email messages to any fax machine. If the fax server supports the feature, the forwarded email messages will also render out most common attachment types.</p>
C115	<p>What impact does your solution have on the network?</p>	<p>While any form of unified messaging does have an impact to the data network and potentially email servers, AVST has architected CallXpress to have the least amount of impact as possible.</p> <p>During installation, CallXpress creates a media storage buffer on the CallXpress server. When messages are sent to the email system for server-based unified messaging users, CallXpress stores a copy of the message media (the .wav recording) in this buffer. When a user logs into their mailbox and requests to play a message, CallXpress goes to the email server and retrieves the message ID for that message. Using that message ID, the system searches the buffer to see if the audio file is present. If it is, CallXpress uses the local copy on the voice mail system to play to the user, greatly reducing the load put on the LAN and the email server. The buffer is a first-in/first-out buffer, newer messages will force older messages to be deleted from the queue. The size of the buffer is configurable. This message cache is supported when using any of the server-based unified messaging implementations on CallXpress:</p> <ul style="list-style-type: none"> • Unified Messaging for Exchange • Unified Messaging for Lotus Notes • Unified Messaging for IMAP <p>Furthermore, for all types of unified messaging, the size of traffic generated is defined by the length / size of the voice message. CallXpress supports the use of the following audio file formats for recording messages:</p> <ul style="list-style-type: none"> • G.711 at 64 Kbits/sec u-law • G.711 at 64 Kbits/sec a-law • Linear PCM at 64 Kbits/sec • OKI/ADPCM at 24 Kbits/sec. • GSM 610 at 13 Kbits/sec <p>A single format is selected for all message recordings system-wide when the CallXpress system is first installed. The codec selection can be changed at any time. The default message-recording codec for systems installed in North America and Japan is PCM-Mu Law (G.711). PCM-A Law (G.711) is the default message-recording format for telephone systems outside North America and Japan. All of these codecs, with the exception of the OKI/ADPCM codec, generate audio files that can be played using the default audio players on all currently supported Windows operating systems.</p>

No.	Question	Proposer Response
C116	Provide the supported software versions for the graphical user interfaces to unified messages.	<ul style="list-style-type: none"> • Microsoft Outlook 2000, XP, or 2003 with Service Pack 2 • Lotus Notes client software Releases 6.5.4 or 7.0 (ICA requires R7.0.2) • Web PhoneManger – Internet Explorer 6.0 or 7.0; Mozilla Firefox 2.0
C117	Provide the supported software versions for the graphical user interface to voice messages.	<ul style="list-style-type: none"> • Microsoft Outlook 2000, XP, or 2003 with Service Pack 2 • Lotus Notes client software Releases 6.5.4 or 7.0 (ICA requires R7.0.2) • Web PhoneManger – Internet Explorer 6.0 or 7.0; Mozilla Firefox 2.0
C118	Can extension numbers be changed without deleting messages or affecting the mailbox?	Yes, both the extension number and mailbox number can be changed without deleting or negatively impacting the messages or any other settings associated to the mailbox.
C119	It is required that regardless of the telephone user interface of the recipient's mailbox; callers are given a uniform interface and set of prompts.	<p>As well as supporting the traditional CallXpress Telephone User Interface, CallXpress also supports a number of Alternative Telephone User Interfaces. The CallXpress Alternate Addressing TUI is identical to the CallXpress Legacy TUI with the exception of how new messages are addressed (See CallXpress Alternate Addressing TUI). The other alternative interfaces have been designed to mimic the user interfaces of popular legacy voice mail systems. These interfaces closely duplicate the prompts and keystrokes used on those legacy systems to perform all of the messaging functions on the system. For the Aria and Serenade systems, CallXpress offers two alternate interfaces; a traditional one and one with a more concise set of prompts. Using these interfaces allows users to move from one of the legacy systems to a CallXpress system with little or no training being required. CallXpress currently offers the following user interfaces:</p> <ul style="list-style-type: none"> • CallXpress Legacy • CallXpress New Addressing • Octel Aria • Alternate Octel Aria • Octel Serenade • Alternate Octel Serenade • Centigram • Avaya Intuity • Nortel Meridian Mail <p>While these interfaces are not perfect copies of the legacy interfaces (the PhoneManager mailbox setup functions differ from the legacy version equivalents), they do allow a user to perform the following critical messaging functions using the exact key strokes they know from the older interface:</p> <ul style="list-style-type: none"> • Read messages • Forward messages • Delete messages • Save messages • Send new messages • Pause, resume, skip ahead, ship back, etc.

No.	Question	Proposer Response
		On a single CallXpress system, all subscribers can be configured to use the same TUI, or the administrator can define the TUI on a per user basis. For a single TUI type, the subscriber experience is identical and consistent.
C120	Describe the maximum number of networked subscribers supported.	Up to 75 nodes or 100,000 unpropagated subscribers, 50,000 propagated subscribers.
	Optional Systems and Applications	
C121	Does your system have the capability to handle Speech Recognition to provide callers a directory assistance self-service function? If so, what are the database requirements?	The <u>optional</u> CallXpress Speech Server can support up to 10,000 users in the Automated Attendant Names Directory. This number includes both types of Speech Server users; Automated Attendant Only users and Full users. Full users have access to the advanced the features such as Virtual Extension, locate, and call recording. Automated Attendant Only users can be accessed by outside callers through the automated attendant directory for the purposes of transferring the call but have no access to the advanced features. With the release of CallXpress 8.0, CallXpress will support up to 20,000 names in the Automated Attendant Names Directory. The database is the CallXpress database and there are no additional requirements.
C122	Please specify what software is used and if any what additional cost and hardware is required to use this technology.	The <u>optional</u> CallXpress Speech Server uses the Nuance 8.5 Speech Recognition Engine as the speech engine. Nuance is the world leader in speech recognition. The optional CallXpress Speech Server is priced and can be found on the pricing spreadsheet of this RFP. With the release of CallXpress 8.0, AVST will be utilizing Nuance 9.0.4.
C123	Describe system capabilities and submit optional pricing in the pricing section:	The CallXpress Speech Server uses the Nuance 8.5 Speech Recognition Engine as the speech engine. Nuance is the world leader in speech recognition. The additional costs for hardware, software and licenses for the CallXpress Speech Server are provided by Black Box in Attachment A.

No.	Description	Proposer Response	Comments
D1.	Provides the administrator the ability to assign individual limits to each voice message box by number of minutes and number of messages.	Not Supported	For messages stored locally on CallXpress, message retention is / limits are defined by message aging rather than maximum number of minutes or messages. The advantage is that CallXpress will never prompt a caller that a mailbox is full due to a subscriber's mismanagement of their mailbox.
D2.	Provides the administrator the ability to assign Maximum number of days a message may be stored before being purged.	Base Package	Administrators can define message aging as 0 to 99 days or unlimited.
D3.	After leaving a message, a caller can reach the operator or another configurable extension.	Base Package	
D4.	Caller identification is available on internal calls processed by the Auto Attendant and Voice Mail.	Base Package	CallXpress is capable of capturing the telephone number of the party calling into the system (based on integration capabilities) and then using that information in a number of ways. When ANI/CLID information is successfully captured, the system will use it in various ways, including: <ul style="list-style-type: none"> • Supporting auto login and trusted logon from an external telephone. • Placing the information in the message envelope. • Reading the information to the caller as part of the message envelope. • Placing the number in the subject line for a message in unified messaging. • Making it accessible via Automated Agent and Access SDK developer tools. • Displaying it in certain reports.
D5.	Caller identification is available on external calls using PRI trunks.	Base Package	CallXpress is capable of capturing the telephone number of the party calling into the system (based on integration capabilities) and then using that information in a number of ways. When ANI/CLID information is successfully captured, the system will use it in various ways, including: <ul style="list-style-type: none"> • Supporting auto login and trusted logon from an external telephone. • Placing the information in the message envelope. • Reading the information to the caller as part of the message envelope. • Placing the number in the subject line for a message in unified messaging. • Making it accessible via Automated Agent and Access SDK developer tools. • Displaying it in certain reports.

D6.	System is accessible only to users with a valid user id and password. Users can change their passwords at any time. While listening to new or saved messages, the subscriber can invoke any of the following functions by pressing a key entry, or voice command.	Base Package	Subscribers can change their password by utilizing PhoneManager or Web PhoneManager.
D7.	Pause	Base Package	Octel VMX TUI: * Available with CallXpress Classic TUI
D8.	Erase / Delete	Base Package	Octel VMX TUI: 3 Available with CallXpress Classic TUI
D9.	Retrieve erased / deleted message	Base Package	Octel VMX TUI: NA Available with CallXpress Classic TUI
D10.	Save	Base Package	Octel VMX TUI: 7 Available with CallXpress Classic TUI
D11.	Back up	Base Package	Octel VMX TUI: 2 Available with CallXpress Classic TUI
D12.	Fast Forward	Base Package	Octel VMX TUI: 4 Available with CallXpress Classic TUI
D13.	Replay / Review	Base Package	Octel VMX TUI: 2 2 Available with CallXpress Classic TUI
D14.	Skip	Base Package	Octel VMX TUI: 5 Available with CallXpress Classic TUI
D15.	Before sending a recorded message, a subscriber can choose any of the following:	Base Package	Octel VMX TUI: Available with CallXpress Classic TUI
D16.	Mark message urgent	Base Package	Octel VMX TUI: 6 Available with CallXpress Classic TUI
D17.	Mark message private	Base Package	Octel VMX TUI: 4 Available with CallXpress Classic TUI
D18.	Prohibit forwarding of message	Base Package	CallXpress subscribers can mark messages they send as private messages. A private message can be accessed and played by the recipient but cannot then be forwarded on to other recipients. For messages sent to server-based Unified Messaging users, the forwarding restriction does not carry forward into the email system.
D19.	Specify date and delivery time stamp	Base Package	Messages sent by CallXpress subscribers may be marked for future delivery. This feature allows the sender to record the message and specify a time and date in the future at which the message will be delivered. Messages sent in this manner cannot be recalled. Messages can be addressed to a date in the future not to exceed 12/31/2029.

D20.	A subscriber can forward a message to an offsite telephone number such as a cell phone.	Base Package	The Outbound Mailbox allows the CallXpress subscriber to send voice messages to non-subscribers by delivering them to external telephone numbers. The Outbound Mailbox can be pre-configured with a specific telephone number for frequently called non-subscribers, or it can be configured to prompt the subscriber to enter the delivery telephone number when they record the message. The mailbox can also be pre-configured to request the recipient to record a reply to the subscriber, or it can prompt the subscriber to allow or disallow a reply when recording the message. Outbound Mailboxes with preprogrammed numbers may be members of Distribution List Mailboxes.
D21.	A digital phone subscriber will be notified immediately through a message-waiting lamp when a new message is received.	Base Package	<p>CallXpress can be programmed to send MWI set and cancel commands to the telephone system to control the message waiting indicators at subscribers' extensions. The telephone system and its station set capabilities dictate the form of indicator, typically an indicator light, display message or stutter dial tone. CallXpress will turn the indicator on for new voice and fax messages and turn the indicator off when the messages are accessed. To allow for meeting various differing user expectations, each user mailbox can be programmed to turn off the message waiting indicators based on any of the following criteria:</p> <ul style="list-style-type: none"> • First - Clears the indicator when the subscriber first starts to listen to any message in their new message queue. • All - Clears the indicator when has listed to all new messages in their new message queue. • Empty - Only clears the indicator when the user has listened to and either saved or discarded all messages in their new message queue. <p>CallXpress can be configured to set the message waiting indicator for the primary extension associated with the Subscriber Mailbox as well as for any secondary extensions also associated with the subscriber. This feature is available for all voice mail and unified messaging users where the type of unified messaging supports message waiting control (Unified Messaging for Microsoft Exchange, Unified Messaging for Lotus Notes and Unified Messaging for DUCs).</p>

D22.	The system invokes stuttered dial tone to analog extensions as a message waiting indication, including remote networked telephone systems)	Base Package	<p>CallXpress can be programmed to send MWI set and cancel commands to the telephone system to control the message waiting indicators at subscribers' extensions. The telephone system and its station set capabilities dictate the form of indicator, typically an indicator light, display message or stutter dial tone. CallXpress will turn the indicator on for new voice and fax messages and turn the indicator off when the messages are accessed. To allow for meeting various differing user expectations, each user mailbox can be programmed to turn off the message waiting indicators based on any of the following criteria:</p> <ul style="list-style-type: none"> • First - Clears the indicator when the subscriber first starts to listen to any message in their new message queue. • All - Clears the indicator when has listed to all new messages in their new message queue. • Empty - Only clears the indicator when the user has listened to and either saved or discarded all messages in their new message queue. <p>CallXpress can be configured to set the message waiting indicator for the primary extension associated with the Subscriber Mailbox as well as for any secondary extensions also associated with the subscriber. This feature is available for all voice mail and unified messaging users where the type of unified messaging supports message waiting control (Unified Messaging for Microsoft Exchange, Unified Messaging for Lotus Notes and Unified Messaging for DUCs).</p>
D23.	The system is capable of sending SMS messages to cell phones as a message waiting indication	Base Package	<p>CallXpress users can be notified of the receipt of new voice and fax messages through an SMS (Short Message Service) message sent to a compatible GSM mobile device. The message notification includes message priority and type, available sender identification (internal users' names, ANI numbers, etc.), and the number of unread messages in the subscriber's CallXpress mailbox. The message can also include a callback telephone for the CallXpress system allowing most mobile telephone users to automatically call in to retrieve the message. Notification is sent through an SMS center (service provider or gateway) to deliver text messages to mobile telephones and pagers compatible with the digital mobile network scheme used by the center or through a public GSM mobile network (which acts as an SMS provider) to deliver text messages to GSM mobile telephones.</p>

D24.	The system is capable of sending Email messages for message waiting indication	Base Package	<p>CallXpress users can be notified of the receipt of new voice and fax messages at any Simple Mail Transfer Protocol (SMTP) email address. The text message notification includes message priority and type, available sender identification (internal sender's name, ANI, etc.), the number of unread messages in the subscriber's CallXpress mailbox and an optional message body. The message body can be edited by the system administrator and can include both a callback telephone number (allowing some mobile devices to automatically connect to CallXpress) and/or a link to a web site (allowing some browsers to automatically connect to Web PhoneManager). Optionally, a copy of the received voice or fax message can be included in the email message as a file attachment to the text notification (See Simplified Unified Messaging).</p>
D25.	The system allows a minimum of two personal mailbox greetings for subscribers to record for outside callers.	Base Package	<p>CallXpress users can have up to six separate greetings associated with their mailbox that can be played to those callers leaving messages in their mailbox. They are:</p> <ul style="list-style-type: none"> • Personal (Ring/No Answer) Greeting - Plays as the normal greeting for forwarded calls and subscriber to subscriber messages. • Busy Greeting - Plays for calls forwarded to a subscriber's extension using a busy forward (for those integrations that support this feature). If this greeting is not recorded, the system will substitute the Personal Greeting for busy-forwarded calls. • Out of Office Greeting - This greeting can be turned on by the subscriber when expecting to be away for an extended duration. It has an optional setting to force callers to hear the entire greeting by blocking DTMF input until the greeting is completed. Optionally, the system administrator can also set this greeting to disable callers from leaving messages for the subscriber when the greeting is enabled. • Personal Menu (Extension-Specific Processing (ESP)) - Not a true greeting, but an announcement in the user's Personal Menu which plays when the ESP featured is enabled. When invoked, it may override the other greetings or may play after them. • Default Personal Greeting - Users can have an announcement message assigned to them as a Default Personal Greeting. This greeting can be configured either to play before their normal greetings or only to play when their Personal Greeting isn't recorded. • Default General Greeting - System administrators can designate an announcement to play before all other greetings whenever an outside caller leaves a message for any subscriber. <p>If a subscriber has no greetings or announcements assigned, CallXpress plays a default system prompt to callers before messages are recorded: "To leave a message for [recorded name/mailbox number], press two."</p>

D26.	The system allows the subscriber to record a minimum of two personal greeting for internal callers.	Not Supported	CallXpress does not currently differentiate greeting types based upon internal vs. external callers. Please reference D25 for the 6 greetings provided by CallXpress.
D27.	During a call transfer, the system will monitor the call to see if it was answered or if it was busy.	Base Package	<p>The CallXpress automated attendant supports four different types of transfers, each with differing levels of call progress supervision. This allows for unrivaled customizing of call processing applications. The four types of transfers include:</p> <ul style="list-style-type: none"> • Transfer ... This transfer type is fully supervised, and utilizes full call progress tone detection. CallXpress stays involved in the transfer process until the call is answered by the desired extension, or pulled back to be processed to a mailbox or call processing application. This type of transfer may be utilized for the Call Screening or Caller Queuing features. In order to distinguish it from the other types of transfers, this type of transfer is often called a "T-type" transfer. • Blind Transfer ... This type of transfer provides no call progress supervision. CallXpress simply initiates the transfer, and immediately releases the call. This type of transfer is not appropriate for features that require call progress supervision, such as Call Screening or Caller Queuing. • Monitored Transfer ... This transfer type is a blend of the features provided by T-type and Blind transfers. CallXpress begins the transfer, and initiates call progress detection. If a busy signal is detected, the transfer is aborted and the caller is immediately retrieved and processed to the appropriate subscriber mailbox or call processing application, in the same manner as a T-type transfer. If any other call progress state is detected, the call is released to the telephone system, in the same manner as a Blind transfer. Using this type of transfer maximizes the amount of traffic that can be handled on a CallXpress system. This type of transfer may be utilized for the Caller Queuing feature. • Confirmed Transfer ... This transfer type provides no call progress tone detection, however CallXpress stays involved in the transfer process until the call is answered and accepted by the called party, or pulled back to be processed to a mailbox or call processing application. With this transfer type, CallXpress initiates the transfer, and begins to play the prompt <p>"Attendant transfer. To accept the call, press one". The length of time the prompt is played before pulling the call back can be set by the system administrator. This transfer type can be used along with Call Screening. This type of transfer is especially useful in those conditions when a call is transferred to special circuits that don't provide standard tones and signaling, such as mobile telephones. This type of transfer does not work with IP-based integrations.</p>

			The type of transfer utilized is based on the programming of the Call Processor menus. However, individual subscriber settings may override the type of transfer selected in the Call Processor (See Transfer Type Override).
D28.	A Caller is informed that the party they were being transferred to was busy and will not place the caller into a perpetual loop.	Base Package	<p>Busy Greeting - Plays for calls forwarded to a subscriber's extension using a busy forward (for those integrations that support this feature). If this greeting is not recorded, the system will substitute the Personal Greeting for busy-forwarded calls.</p>
D29.	The system provides special message boxes that play announcements to callers and then hangs up.	Base Package	<p>Announcement mailboxes are used to store and play audio information. These mailboxes may be used for a variety of purposes, including:</p> <ul style="list-style-type: none"> • Provide callers with commonly requested information in pre-recorded announcements, such as directions to the office, hours of operations, schedules of special events, etc. This information is accessed using a selection within a Call Processor mailbox menu action. • Used as the questions in an Interactive Mailbox (Transaction Processing / voice forms). • Used to provide information or 'music-on-hold' for callers that have chosen to hold for a busy extension utilizing the Caller Queuing feature. • Used to provide an introduction greeting that may be played before a subscriber's personal mailbox greeting. Separate announcements may be used for the Out-of-Office greeting verses all other greetings. • Used as an introduction for calls forwarded from a Shared Extension. • Used as the Transfer announcement, overriding the default system prompt: "One moment, please". • Used as the prompt given to callers accessing either the Auto Attendant or Subscriber Dial-by-Name Directories, overriding the default system prompt: "Please enter the first few letters of the persons [first/last] name. For the letter Q, press 7. For the letter Z press 9". <p>Any Announcement mailbox may also be password protected, allowing only those callers that know the appropriate</p>
D30.	More than one announcement can be played from a single message only box.	Base Package	CallXpress meets requirement as stated.

D31.	The system can be configured be configured to accept replies from callers after they've heard the announcements. AKA Voice Forms.	Base Package	Transaction Processing allows a question and answer session to be presented to callers. This feature is also sometimes known as Voice Forms. Up to twenty four questions may be asked, and the system will wait for the caller to answer each one in sequence. All of the answers are combined into a single voice message, which is delivered to an individual local subscriber's mailbox or to a Distribution List (if sent to a Distribution List, the list may contain remote networked subscribers). Callers may be permitted to review each answer as it is given and accept or re-record it. They may also be given a final review after all questions have been asked and answered. Each of the questions included in a Transaction Processing session is created with an Announcement Mailbox. For example, if five questions are to be asked, then five Announcement Mailboxes are needed. In addition, a closing announcement is available that is played to the caller after completing the session.
D32.	The caller can reply to each announcement individually.	Base Package	Transaction Processing allows a question and answer session to be presented to callers. This feature is also sometimes known as Voice Forms. Up to twenty four questions may be asked, and the system will wait for the caller to answer each one in sequence. All of the answers are combined into a single voice message, which is delivered to an individual local subscriber's mailbox or to a Distribution List (if sent to a Distribution List, the list may contain remote networked subscribers). Callers may be permitted to review each answer as it is given and accept or re-record it. They may also be given a final review after all questions have been asked and answered. Each of the questions included in a Transaction Processing session is created with an Announcement Mailbox. For example, if five questions are to be asked, then five Announcement Mailboxes are needed. In addition, a closing announcement is available that is played to the caller after completing the session.
D33.	External callers are able to access operator assistance, including automatic transfer for those who do not respond to prompts in a timely manner, or who make too many errors, or who call from a rotary phone.	Base Package	CallXpress supports both system wide and personal operators. Operators can be programmed to change based on time of day or day of the week.

No.	Description	Proposer Response	Comments
D34.	Each mailbox must be able to have a unique destination if the external caller presses "0." Describe other transfer options available to the caller.	Base Package	<p>In addition to personal operators, Extension Specific Processing (ESP) allows any CallXpress subscriber to have a unique custom personal menu associated with their mailbox. When callers are routed to the subscriber's mailbox, either from the automated attendant or when forwarding from the telephone system, rather than just limited to just taking a message or transferring to the operator, the call is directed to a personalized menu for processing based on the specific needs of the subscriber. All Call Processor Action Types are available to be utilized for calls handled with a personal menu. Separate call processing menus may be presented for calls that forward under a busy condition verses all other calls. Each entry in the Answer Mode Configuration Table can be set to enable or disable either of the ESP types (Normal/Busy). If more flexible control of ESP is required, the use of ScheduleXpress is recommended.</p> <p>The personal menus are configured by the administrator. However the subscriber can enable and disable the personal menu ESP functionality from PhoneManager over the telephone, from Desktop PhoneManager, or from Web PhoneManager. The subscriber can also be given the responsibility for recording the various greetings and announcements associated with the application.</p>
D35.	While leaving a voice mail message, external callers are able to pause, replay, erase and re-record, add to a message already recorded, mark a message urgent, and choose to cancel the message.	Base Package	CallXpress meets requirement as stated.

D36.	Multilingual prompts are available from which the system can offer subscribers and external callers a choice of languages. Is this a standard or optional feature? Describe this feature, including listing the available languages.	Base Package	<p>CallXpress can support multilingual environments. Up to five different language prompt sets may be installed on a single CallXpress system, allowing a single system to serve multilingual communities and foreign callers. CallXpress supports a slightly different mix of languages based on the type of Telephone User interface being used (CallXpress, Aria, Serenade, Intuity, Meridian Mail, etc.). For a complete list of languages supported, see the CallXpress Language Matrix. For the basic CallXpress telephone user interface, the following languages are supported:</p> <ul style="list-style-type: none"> - Female North American English - United Kingdom English - Concise Female NA English - Male Arabic - Concise Male NA English - Italian - North American Spanish - Danish - North American French - Brazilian Portuguese - European French - Finnish - German - European Spanish - Dutch (Benelux - Norwegian - TTY/TDD NA English - Swedish <p>Language selection can be made by the caller from a menu, based on DNIS or trunk number, or can be assigned to specific users.</p>
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D37.	TDD/TTY for hearing/speech impaired mailbox holders is supported. The system is in compliance with Section 255 of the Telecommunications Act and Section 508 of the Rehabilitation Act.	Base Package	TTY/TDD (Telephone Device for the Deaf) is a telecommunications protocol developed to allow the hearing impaired to communicate across normal telephone connections. Using a special TDD/TTY device, the user at the near-end types in words and the device sends tones that are received and interpreted by the far end device. The far-end device then displays those words on a screen on the remote TTY/TDD device. CallXpress includes a North American English TTY language prompt set that sends tones that can be interpreted by a TTY/TDD terminal or device when connecting to the system. When calling the system through normal dial-up connections using a TTY/TDD terminal, hearing-impaired callers have access to CallXpress messaging and automated attendant features. CallXpress users can enter (type) greetings into the system that will be played (displayed) to callers using a TDD/TTY device. Callers can send (type) messages for CallXpress users on the system and those users can play (display) those messages on their TDD/TTY device.
D38.	Subscribers are notified that their mailboxes are almost full.	Not Supported	Since CallXpress enforces mailbox management based upon message aging, CallXpress does not provide notification of full mailbox. Each CallXpress voicemail, Client-based Unified Messaging, Simplified Unified Messaging and Secure Unified Messaging user can be configured with a maximum message retention time (from anywhere between 1 day up to 99 days). If this feature is enabled, both new and saved messages in the user's mailbox will automatically be deleted when the message ages beyond this setting. The system administrator can also enable a notification feature that will warn users when they have messages in their mailbox that will soon be deleted. The administrator can set the threshold for warning users anywhere from 1 to 9999 hours before the message will be deleted. When the user logs into their mailbox and accesses a message that falls within the warning threshold, the system will play the following prompt before it plays the message:

			<p>“This message is scheduled to be deleted”.</p> <p>Users can forward the message to themselves and, as a new message, the message can remain in their mailbox for the message retention time setting for a second time.</p>
D39.	Messages are automatically deleted after a set number of days, by class of service.	Base Package	Message retention time is defined by the administrator between 0 and 99 days or unlimited. Once a message expires, the message is automatically purged.
D40.	Maximum message length for callers is customizable up to_____. Subscriber’s maximum greeting duration is_____.	Base Package	Maximum message length and greeting length can be defined between 0 and 2700 seconds. Message length and greeting length can have independent settings.
D41.	Message, Greeting and Announcement maximum duration values can be different for external callers and other subscribers creating and sending messages.	Base Package	Maximum message length can be defined differently for subscribers vs. non-subscribers.
D42.	Callers and subscribers are warned that they are nearing the maximum recording time.	Base Package	Callers and Subscribers are told that the recording time has exceed the maximum allowed recording time. The caller or subscriber can then rerecord or send the message.
D43.	Subscribers have the need to share a single telephone extension yet have individual private mailboxes. Callers can choose to be routed to a specific subscriber’s mailbox when calling this shared extension.	Base Package	<p>CallXpress allows for multiple users to share a single telephone extension and still receive integrated call processing. Message notification, message waiting indicators, personal greetings and name confirmation are all supported for each mailbox user. After the introduction plays, CallXpress plays back the names of the subscribers who share the extension and prompts the caller to select one:</p> <p>“For [subscriber 1 name], press1. For [subscriber 2 name], press 3...”</p> <p>If more than eight subscribers share the extension, CallXpress gives the caller the option of pressing ‘9’ to hear more names. If any of the associated subscriber mailboxes has a new message, the system lights the message waiting indicator for the associated telephone. When a user calls into CallXpress, the system announces which subscribers, if any, have new messages:</p> <p>“There are new messages for [Subscriber 1 Name (and [Subscriber 2 name])]”</p>

D44.	Subscribers are able to have more than one extension number associated with a mailbox.	Base Package	CallXpress supports alternate extensions. Alternate Extensions allows a subscriber to have up to 99 additional devices associated to their subscriber mailbox. Devices can be PBX extensions or external telephone numbers. MWI is fully supported on all Alternate Extensions that are associated to the PBX that CallXpress is integrated to.
D45.	Subscribers with more than one extension number associated with a mailbox can customize the Call Answer behavior for each extension.	Base Package	By utilizing Extension Specific Processing, a subscriber can have multiple mailboxes with varying greetings, associated to different extensions which all record into a single mailbox.
D46.	The system provides a tutorial for first-time subscribers to help set up their mailboxes.	Base Package	CallXpress offers a new-user setup tutorial called "Ready, Set, Go!". This tutorial is used to help users perform the initial setup on their mailboxes. By default, the Setup Tutorial Required option is enabled for every newly created user mailbox and users with this option active are automatically prompted through their mailbox setup the first time they log on through the telephone. The tutorial guides the new user through the process of establishing a new security code, recording their name, and recording their personal greeting. The subscriber mailbox can be set to either allow or disallow the receipt of messages before the tutorial has been run.
D47.	The system enables Subscribers to record and activate multiple personal mailbox greetings. If supported by the switch, the system must recognize and play different personal greetings for all conditions, for a busy condition, for a no answer condition, and for an extended absence. If a personal greeting is not recorded, the system will play a standard greeting with the subscriber's recorded name and give callers the option to leave a message.	Base Package	<p>CallXpress users can have up to six separate greetings associated with their mailbox that can be played to those callers leaving messages in their mailbox. They are:</p> <ul style="list-style-type: none"> • Personal (Ring/No Answer) Greeting - Plays as the normal greeting for forwarded calls and subscriber to subscriber messages. • Busy Greeting - Plays for calls forwarded to a subscriber's extension using a busy forward (for those integrations that support this feature). If this greeting is not recorded, the system will substitute the Personal Greeting for busy-forwarded calls.

			<ul style="list-style-type: none"> • Out of Office Greeting - This greeting can be turned on by the subscriber when expecting to be away for an extended duration. It has an optional setting to force callers to hear the entire greeting by blocking DTMF input until the greeting is completed. Optionally, the system administrator can also set this greeting to disable callers from leaving messages for the subscriber when the greeting is enabled. • Personal Menu (Extension-Specific Processing (ESP)) - Not a true greeting, but an announcement in the user's Personal Menu which plays when the ESP featured is enabled. When invoked, it may override the other greetings or may play after them. • Default Personal Greeting - Users can have an announcement message assigned to them as a Default Personal Greeting. This greeting can be configured either to play before their normal greetings or only to play when their Personal Greeting isn't recorded. • Default General Greeting - System administrators can designate an announcement to play before all other greetings whenever an outside caller leaves a message for any subscriber. <p>If a subscriber has no greetings or announcements assigned, CallXpress plays a default system prompt to callers before messages are recorded: "To leave a message for [recorded name/mailbox number], press two."</p>
D48.	The system supports different greetings for internal and external callers.	Not Supported	CallXpress does not currently support different greetings for internal vs. external callers. Please reference D25 for a description of the 6 greetings provided by the CallXpress.

D49.	Subscribers are able to address messages to a mailbox number, numeric address or network address; a name; a distribution list; and all of the above.	Base Package	<p>Each CallXpress subscriber can be programmed to appear either in the Subscriber directory, in the Auto Attendant directory, in both directories or in neither directory. The Subscriber directory is only available to other subscribers while addressing messages from within their own mailbox or adding members to a Personal Distribution List. The Auto Attendant directory is only available to callers using the automated attendant while attempting to transfer to an extension from a Call Processor menu. CallXpress directories can be programmed to perform in one of two ways. The One Key Directory allows the caller to enter the first few digits of the last name of the person whom they are trying to reach and then reads back a list of matching names from the subscriber database. The system prompts the caller to press a single key to select from the presented list:</p> <p>“For John Smith, press one. For Barbara Solten, press two.”</p> <p>The Extension Number Directory also allows the caller to enter the first few digits of the last name of the person whom they are trying to reach but this directory type lists the extension numbers for the selected subscribers allowing the user to enter the correct extension number from the presented list:</p> <p>“John Smith, six four two five. Barbara Solten, six four three six.”</p> <p>A number of parameters determine how the directories act, including:</p> <ul style="list-style-type: none"> • Directory searches may either be by first or last name. Which prompt is given is a system-wide parameter. • Spaces, punctuation and special characters are ignored in directory searches. Only alphabetic characters are used in the search. <p>The normal directory prompt:</p> <p>“Enter the first few letters of the person's [last/first] name. For the letter Q, use the seven key. For the letter Z, use the nine key. Please enter the letters now.”)</p> <p>Or may be replaced by a custom recorded prompt.</p> <p>- A name must be recorded in a subscriber's mailbox before they are referenced in either directory.</p>
D50.	Subscribers are able to cancel an incorrect address without affecting the message, as well as cancel the message so it is not sent.	Base Package	CallXpress meets requirement as stated.

D51.	Subscribers are able to address messages by name.	Base Package	<p>Each CallXpress subscriber can be programmed to appear either in the Subscriber directory, in the Auto Attendant directory, in both directories or in neither directory. The Subscriber directory is only available to other subscribers while addressing messages from within their own mailbox or adding members to a Personal Distribution List. The Auto Attendant directory is only available to callers using the automated attendant while attempting to transfer to an extension from a Call Processor menu. CallXpress directories can be programmed to perform in one of two ways. The One Key Directory allows the caller to enter the first few digits of the last name of the person whom they are trying to reach and then reads back a list of matching names from the subscriber database. The system prompts the caller to press a single key to select from the presented list:</p> <p style="padding-left: 40px;">“For John Smith, press one. For Barbara Solten, press two.”</p> <p>The Extension Number Directory also allows the caller to enter the first few digits of the last name of the person whom they are trying to reach but this directory type lists the extension numbers for the selected subscribers allowing the user to enter the correct extension number from the presented list:</p> <p style="padding-left: 40px;">“John Smith, six four two five. Barbara Solten, six four three six.”</p> <p>A number of parameters determine how the directories act, including:</p> <ul style="list-style-type: none"> - Directory searches may either be by first or last name. Which prompt is given is a system-wide parameter. - Spaces, punctuation and special characters are ignored in directory searches. Only alphabetic characters are used in the search. - The normal directory prompt: <p style="padding-left: 40px;">“Enter the first few letters of the person's [last/first] name. For the letter Q, use the seven key. For the letter Z, use the nine key. Please enter the letters now.”)</p> <p style="padding-left: 40px;">may be replaced by a custom recorded prompt</p> <ul style="list-style-type: none"> - A name must be recorded in a subscriber's mailbox before they are referenced in either directory.
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D52.	Subscribers are able to access large system global distribution lists.	Base Package	<p>Distribution Lists are used to route messages to groups of subscribers, visitor mailboxes, alias mailboxes and outbound mailboxes (those with predefined telephone numbers). The system administrator must initially create Distribution List Mailboxes. Subscribers can be assigned sponsorship of Distribution List Mailboxes which make them Personal Distribution Lists. For Personal Distribution Lists, the subscriber (sponsor) may add or delete membership entries in the Distribution List via the PhoneManager telephone user interface or through the Web PhoneManager program. Unsponsored Distribution List Mailboxes (System Distribution Lists) may be managed only by system administrators with appropriate administrator rights.</p> <p>Each distribution list supports up to 200 entries or members. CallXpress supports distribution list nesting, which is the ability to put a distribution list in as a member of another distribution list. Valid distribution list members are:</p> <ul style="list-style-type: none"> • Subscriber Mailboxes • Outbound Mailboxes with predefined telephone numbers • Other Distribution List Mailboxes • Local Alias Mailboxes • Fax Delivery Mailboxes • Class of Service Mailboxes • Visitor Mailboxes <p>Each Distribution List Mailbox can be restricted as to who can send a message to that list. The following choices can be enabled for Distribution List Mailbox access:</p> <ul style="list-style-type: none"> • Anyone • Only members of the Distribution List • Only the mailbox sponsor • A mixture of other specified mailboxes • Individual Subscribers • Other Distribution Lists • Members of a specific Class of Service
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D53.	Subscribers are able to create private personal distribution lists.	Base Package	<p>Distribution Lists are used to route messages to groups of subscribers, visitors, alias and outbound mailboxes (those with predefined telephone numbers). The system administrator must initially create Distribution List Mailboxes. Subscribers can be assigned sponsorship of Distribution List Mailboxes which make them Personal Distribution Lists. For Personal Distribution Lists, the subscriber (sponsor) may add or delete membership entries in the Distribution List via the PhoneManager telephone user interface or through the Web PhoneManager program. Unsponsored Distribution List Mailboxes (System Distribution Lists) may be managed only by system administrators with appropriate administrator rights.</p> <p>Each distribution list supports up to 200 entries or members. CallXpress supports distribution list nesting, which is the ability to put a distribution list in as a member of another distribution list. Valid distribution list members are:</p> <ul style="list-style-type: none"> • Subscriber Mailboxes • Outbound Mailboxes with predefined telephone numbers • Other Distribution List Mailboxes • Local Alias Mailboxes • Fax Delivery Mailboxes • Class of Service Mailboxes • Visitor Mailboxes <p>Each Distribution List Mailbox can be restricted as to who can send a message to that list. The following choices can be enabled for Distribution List Mailbox access:</p> <ul style="list-style-type: none"> • Anyone • Only members of the Distribution List • Only the mailbox sponsor • A mixture of other specified mailboxes • Individual Subscribers • Other Distribution Lists • Members of a specific Class of Service
D54.	The system is able to provide message waiting notification when broadcasting messages for all subscribers or groups of subscribers.	Base Package	<p>By utilizing system wide or group distribution lists, message waiting can be provided for messages delivered in such a way.</p> <p>Alternatively, if MWI or other notification methods need to be suppressed, the administrator can define on a per distribution list basis if messages sent through the distribution list provide notification.</p>

D55.	Inherent text-to-speech capabilities include reading message headers (envelope information), message subjects, and text names (if provided) via computer-generated voice over the telephone user interface.	Base Package	<p>CallXpress supports an email access application that allows users to access their email Inbox and read their messages over the telephone. This application uses a text-to-speech rendering engine that will read the subject line and body of an email message to the user. Multiple text to speech languages are available (see the list below)</p> <ul style="list-style-type: none"> US English Brazilian Portuguese UK English European Portuguese German Norwegian European French Dutch (Benelux) Danish Italian Polish North American Spanish Swedish <p>CallXpress can connect to the following types of email systems to access email messages:</p> <ul style="list-style-type: none"> • Microsoft Exchange • Lotus Notes • IMAP4 compliant email systems
D56.	System and user Interfaces are retained including a common login interface and mailbox model. The result is a system that is able to closely emulate the legacy VMX 300 ARIA.	Base Package	<p>As well as supporting the traditional CallXpress Telephone User Interface, CallXpress also supports a number of Alternative Telephone User Interfaces. These alternative interfaces have been designed to mimic the user interfaces of popular legacy voice mail systems. These interfaces closely duplicate the prompts and keystrokes used on those legacy systems to perform all of the messaging functions on the system. Using these interfaces allows users to move from one of the legacy systems to a CallXpress system with little or no training being required. CallXpress currently offers alternative interfaces for the following systems:</p> <ul style="list-style-type: none"> • Octel Aria • Octel Serenade • Centigram • Avaya Intuity <p>While these interfaces are not perfect copies of the legacy interfaces (the PhoneManager mailbox setup functions differ from the legacy version), they do allow a user to perform the following critical messaging functions using the exact key strokes they know from the older interface:</p> <ul style="list-style-type: none"> • Read messages • Forward messages • Delete messages • Save messages • Send new messages • Pause, resume, skip ahead, ship back, etc.

D57.	New, Saved, and Deleted message categories are configurable and presented to subscribers when checking messages.	Base Package	<p>For subscriber's utilizing the CallXpress Classic TUI, CallXpress classifies messages in the subscriber's inbox as one of three types of message. Messages the user has listened to and saved are classified as Saved Messages. Messages in the Inbox that have not been listened to are classified as Unread Messages. Messages in the user's Inbox that have been listened to but not saved are classified as Read Messages. These message classifications are used for both voice mail and unified messaging users. Messages are considered read based either on playback for a set number of seconds (configurable by the system administrator), or playback to the end of the message. Messages are also considered read when the user replies to the message or when they forward the message. Furthermore, they have access to deleted messages the subscriber has deleted during the telephone session in which they deleted the message.</p> <p>For subscriber's utilizing the Octel Serenade / VMX TUI, CallXpress classifies messages in the subscriber's inbox as one of two types of message. Messages the user has listened to or saved are classified as Saved Messages. Messages in the Inbox that have not been listened to are classified as Unread Messages. These message classifications are used for both voice mail and unified messaging users. Messages are considered saved based either on playback for a set number of seconds (configurable by the system administrator), or playback to the end of the message. Messages are also considered saved when the user replies to the message or when they forward the message.</p> <p>For both the CallXpress Classic and Octel Serenade / VMX TUI's, unified messaging users have a choice as to how their messages are presented to them. Each user can choose to either have all of their message types (voice, fax and email) presented in a single message queue in whatever order the user has selected (oldest messages first or newest messages first) or a user can choose to have each message type in its own queue.</p>
D58.	Subscribers are notified when a subscriber-requested operation is delayed.	Base Package	CallXpress meets requirement as stated.

D59.	The system supports an SMDI interface with the PBX for integration and for invoking Message Waiting with the PBX.	Base Package	CallXpress supports an SMDI integrating with the Nortel SL-100. CallXpress can utilize either station-side analog or T1 connectivity. For larger configurations, AVST recommends utilizing station-side T1.
No.	Description	Proposer Response	Comments
D60.	The system supports an Ethernet interface with the PBX for integration and for invoking Message Waiting with the PBX.	In a future	With the release of CallXpress 8.0 (expected GA early Q1 2009), CallXpress will support a SIP integration utilizing the Dialogic Media Gateway (DMG). The DMG will connect to the SL-100 via analog ports and SMDI and provide SIP to CallXpress over an Ethernet (TCP/IP) connection.
D61.	The system makes outcall notifications to a pager, a telephone number, or a telephone list based upon a subscriber-defined schedule and parameters based on the type of message received and the urgency of the message.	Base Package	<p>Cascade Notification allows users to maintain a personal call list of up to nine different telephone or pager numbers at which they wish to be notified upon the receipt of new messages (voice, fax or e-mail) in their mailbox. Upon receipt of a new message, CallXpress will process the user's personal call list, one number at a time, and traverse the entire list up to 99 times (user programmable), until the user has accessed their mailbox. The user can program the telephone numbers and delay intervals between each callout as well as enable and disable the feature. The feature can be programmed by the user over the telephone interface (PhoneManager), from Desktop PhoneManager, or from Web PhoneManager. When CallXpress delivers a message notification by placing a call to a telephone number, it starts out by speaking the prompt "There is a message for [subscriber name]. Please enter your security code." If the called party enters the correct security code, they will access the mailbox and message. If an answering machine answers the call in time to record the prompt, the subscriber will know that a message is waiting, but the message will not be left on the answering machine.</p> <p>For Immediate Message Notification:</p> <ul style="list-style-type: none"> • Urgent or all messages • Messages from a specific internal sender • Any combination of voice, fax and email messages • Days of the week • Time of the day

D62.	If enabled, the subscribers can choose to receive text notification when new <u>call messages</u> and <u>new fax</u> messages are left. The subscriber notification can be to a pager, SMS-enabled digital phone, SIP device or other device that accepts an SMTP/MIME address.	Base Package	CallXpress users can be notified of the receipt of new voice and fax messages through an SMS (Short Message Service) message sent to a compatible GSM mobile device. Alternatively, the subscriber can receive the message notification via SMTP. The message notification includes message priority and type, available sender identification (internal users' names, ANI numbers, etc.), and the number of unread messages in the subscriber's CallXpress mailbox. The message can also include a callback telephone for the CallXpress system allowing most mobile telephone users to automatically call in to retrieve the message. Notification is sent through an SMS center (service provider or gateway) to deliver text messages to mobile telephones and pagers compatible with the digital mobile network scheme used by the center or through a public GSM mobile network (which acts as an SMS provider) to deliver text messages to GSM mobile telephones. For SMTP notification, an outbound SMTP server needs to be defined. Typically the outbound SMTP server is the customer's email server.
D63.	If enabled, subscribers can offer callers the option of initiating a text notification with callback number at a minimum. This notification can be sent as a page, an SMS message, or to an email address.	Base Package	By utilizing SMS / SMTP notification with urgent criteria, the subscriber can instruct the caller to mark the message as urgent for immediate assistance.

D64.	<p>If enabled, unanswered calls to the subscriber's mailbox can be redirected to a list of subscriber-specified phone numbers in an attempt to find the subscriber. The subscriber should be able to specify the list of phone numbers, as well as multiple schedules. State how many ports are used for this feature.</p>	<p>Optional Module</p>	<p>The <u>optional</u> CallXpress Speech Server supports the use of Locate Numbers. Each user can have up to four Locate Numbers programmed into their mailbox. If the system is unable to connect a call to the user at their normal or Virtual extension, the system will offer the caller an option to try and 'locate' the user. If the caller chooses that option, the Speech Server will call the user at each of their locate numbers in order. This feature is generically called Find Me.</p> <p>Locate numbers can be managed by the subscriber through either the speech user interface or through Web PhoneManager. For most subscribers and where allowed by the PBX, CallXpress Speech Server will utilize one port to perform the locate. Once the subscriber accepts the call, all ports on CallXpress Speech will be released and a line coming into the PBX and out of the PBX will be utilized.</p> <p>The CallXpress Speech Server administrators can enable certain users for the Total Hands-free feature. With this feature enabled for a user, anytime that user connects to the system, their call will be enabled using the SCbus feature. This type of user will make all outgoing calls on a second system port supporting the high-end Total Hands-free features. This will also reserve a spare port for the user to insure they always have access to those features. The following features are enabled for Total Hands-free users:</p> <ul style="list-style-type: none"> • Call Recording - the ability to record incoming and outgoing calls and have them sent to their mailbox as a voice message. • Continuous Connection on Outgoing Calls - the ability to stay on the line still connected to the Speech Server after completing certain transactions such as outgoing calls. • Continuous Connection on Incoming Calls - the ability to stay on the line still connected to the Speech Server after receiving an incoming call through the speech Server. • Second Call Announce...this feature allows users already connected to the system and on a call to be notified of the receipt of a new call that arrives for them in the system. The user then has the option to place the first call on hold and access the second call.
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D65.	The system provides Find-Me/Follow-Me services to connect subscribers. This functionality can be activated via the telephone user interface.	Base Package	<p>CallXpress supports a special call transfer type designed to support transfers to mobile telephones and other off-PBX telephone numbers. The Confirmed Transfer type is utilized for these types of transfers. With this transfer type, if the recipient does not answer the call and signal their desire to accept the call (by pressing the appropriate DTMF digit), CallXpress will pull the call back for further processing by the CallXpress system. This use of the Confirmed Transfer is especially helpful with the ESP (Personal Menu) feature. It allows the subscriber to offer callers the ability to try and reach them on a mobile phone (or other phone number), and keep the caller in CallXpress if the transfer attempt is unsuccessful.</p> <p>Optionally, CallXpress Speech Server Mobility expands connectivity for mobile users by supporting two technologies for locating mobile users. The CallXpress Speech Server offers users the ability to program a Virtual Extension to replace their normal desktop extension. When this feature is enabled, the Speech Server will transfer callers to the user's Virtual Extension instead of their normal extension whenever callers speak their name in the automated attendant. This feature is generically referred to as Follow Me.</p> <p>The Speech Server also supports the use of Locate Numbers. Each user can have up to four Locate Numbers programmed into their mailbox. If the system is unable to connect a call to the user at their normal or Virtual extension, the system will offer the caller an option to try and 'locate' the user. If the caller chooses that option, the Speech Server will call the user at each of their locate numbers in order. This feature is generically called Find Me.</p>
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D66.	<p>After listening to a message, reply features to other subscribers should be available without re-addressing the message. If supported by the PBX, the subscriber is able to directly call the sending subscriber.</p> <p>Programmable class of service options must at minimum provide the same capabilities as currently available in the voice mail system.</p> <p>Describe the number of programmable Class of Service options.</p>	<p>Base Package</p> <p>Base Package</p> <p>Base Package</p>	<p>CallXpress allows a subscriber to reply directly to the message sender without additional addressing. Optionally, a copy of the original message can be included in the responding voice message.</p> <p>For ease of administration, CallXpress supports the creation of Class of Service Mailboxes. These mailboxes allow administrators to group users based on common feature requirements. Once a user is assigned to a Class of Service, all changes made to that Class of Service are automatically reflected in the user's mailbox. After assigning subscribers to a Class of Service, an administrator can apply changes globally or selectively to all the subscribers in the class. This allows organizations to easily define different CallXpress feature sets for subscribers with minimal effort.</p> <p>A single Class of Service Mailbox requires a mailbox within the CallXpress database. As such, you can build as many class of service mailboxes as allowed on CallXpress / supported by the mailbox numbering plan. For a 5 digit mailbox numbering plan, 100,000 mailboxes are available. For a 6 digit mailbox numbering plan, 1,000,000 are available.</p>
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EXHIBIT F

Proposed

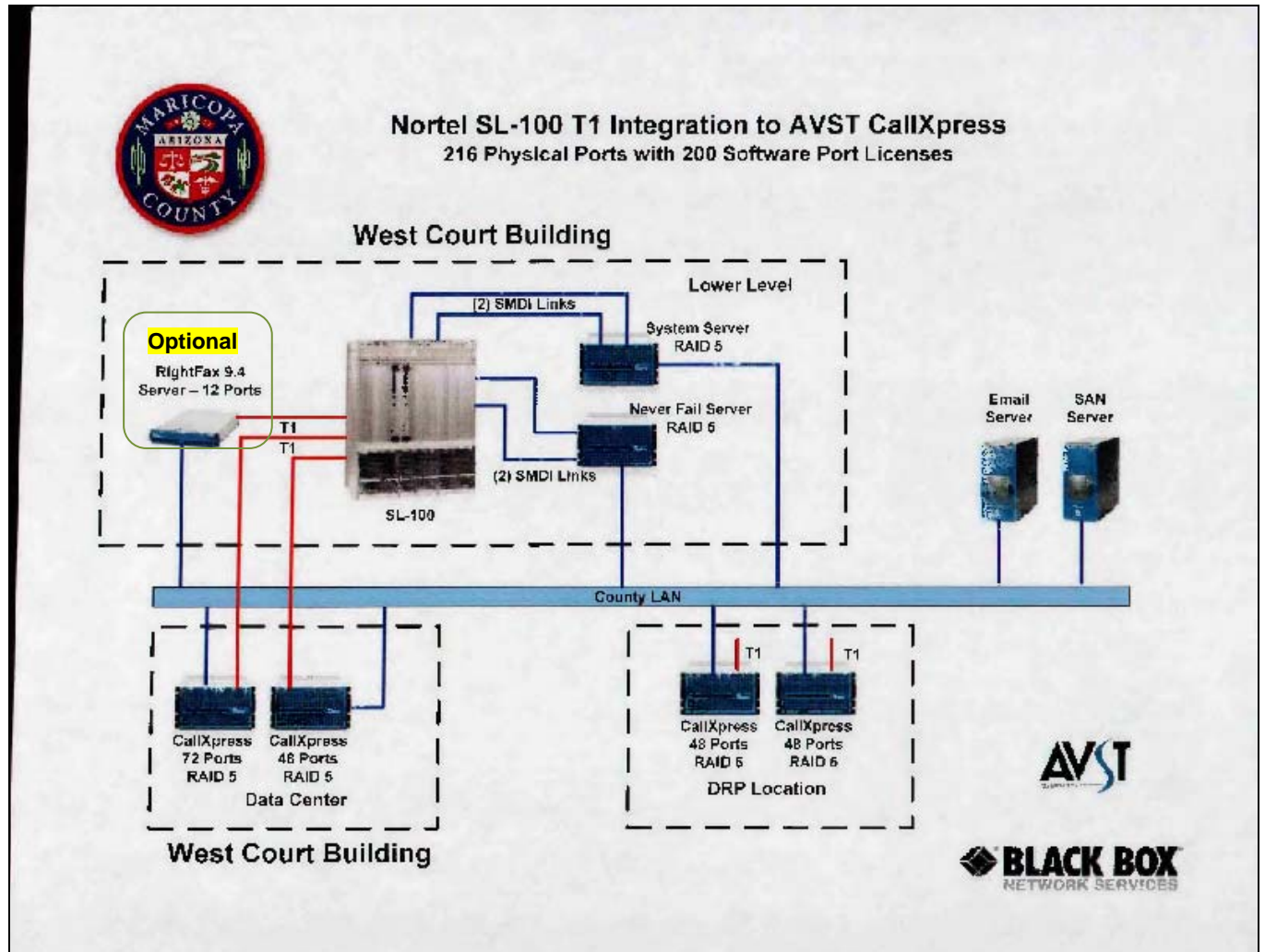


EXHIBIT G

CONTRACTOR TRAVEL POLICY

Purpose

This policy is established in order to maintain a uniform definition of allowable and allocable costs acceptable to Maricopa County / Special Districts (hereinafter "the County"). It is recognized that there will be times when it is necessary for contractors to travel to the County in order to perform services under a contract. Use of this policy should insure the County does not become liable for unwarranted or excessive travel expense invoices from contractors.

- A. All contract-related travel shall be prior-approved by the County.
- B. Travel, lodging, and per diem expenses incurred in performance of County contracts shall be reimbursed based on current U.S. General Services Administration (GSA) domestic per diem rates for Phoenix, Arizona. Contractors must access the following internet site to determine rates:

http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentId=17943&contentType=GSA_BASIC
- C. Commercial air travel shall be scheduled at the lowest available and/or most direct flight airfare rate at the time of any approved contract-related travel. A fare other than the lowest rate may be used only when seats are not available at the lowest fare or air travel at a higher rate will result in an overall cost savings to the County. Business class airfare is allowed only when there is no lower fare available to meet County needs.
- D. Rental vehicles may only be used if such use would result in an overall reduction in the total cost of the trip, not for the personal convenience of the traveler.
 - 1. Purchase of comprehensive and collision liability insurance shall be at the expense of the contractor. The County will not reimburse the contractor if the contractor chooses to purchase these coverages.
 - 2. Rental vehicles are restricted to sub-compact, compact, or mid-size sedans unless a larger vehicle is necessary for cost efficiency due to the number of travelers. (NOTE: contractors shall obtain written approval from the County prior to rental of a larger vehicle.)
 - 3. The County will reimburse the contractor for parking expenses if free, public parking is not available within a reasonable distance of the place of County business.
 - 4. The County will reimburse for the lowest rate, long-term uncovered (e.g. covered or enclosed parking will not be reimbursed) airport parking only if it is less expensive than shuttle service to and from the airport.
- E. The contractor is responsible for any other miscellaneous personal expenses, as they are included in the contractor's lodging and per diem expenses.
- F. The County will reimburse any allowable and allocable business expense, excluding health club fees and business class air fares, except as indicated in paragraph "C" above.
- G. Travel and per diem expenses shall be capped at (TO BE PROPOSED) % of project price unless otherwise specified in individual contracts.

BLACK BOX NETWORK SERVICES, 432 N. 44TH STREET, SUITE 200, PHOENIX, AZ 85008

PRICING SHEET: NIGP CODE 7254601

Terms:	NET 30
Vendor Number:	W000001225 X
Telephone Number:	602/421-9114
Fax Number:	602/267-3396
Contact Person:	Mark Ward
E-mail Address:	mark.ward@blackbox-vs.com
Certificates of Insurance	Required
Contract Period:	To cover the period ending July 31, 2014.